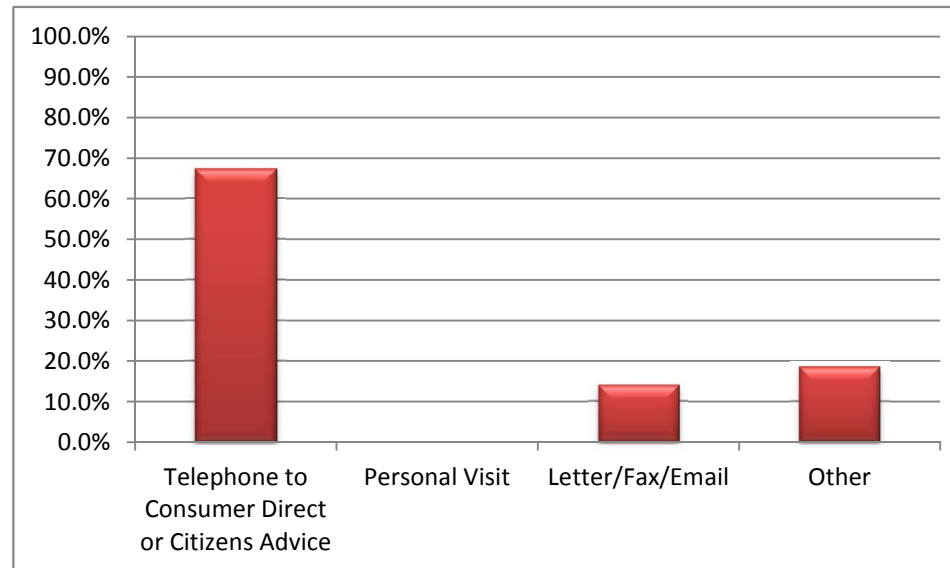


Survey of Consumer Contacts 2013/2014

	No. of surveys sent	No. of surveys received	Response Rate
First mailing sent out to contacts closed in October 2013	61	24	39.3%
Second mailing sent out to contacts closed in February 2014	63	19	30.2%
Total	124	43	34.7%

Q1 How did you first contact us?

Telephone to Consumer Direct or Citizens Advice	67.4%	29
Personal Visit		
Letter/Fax/Email	14.0%	6
Other	18.6%	8



Q1 comments from someone who answered "Telephone":

"Sent email first but it was not answered"

If Other, please tell us how below:

"Trusted Trader"

"Telephoned DCC and asked for Trading Standards Department"

"Phone call to DCC"

"CAB did on my behalf"

"Via contact form on derbyshire.gov.uk - this was responded to very quickly"

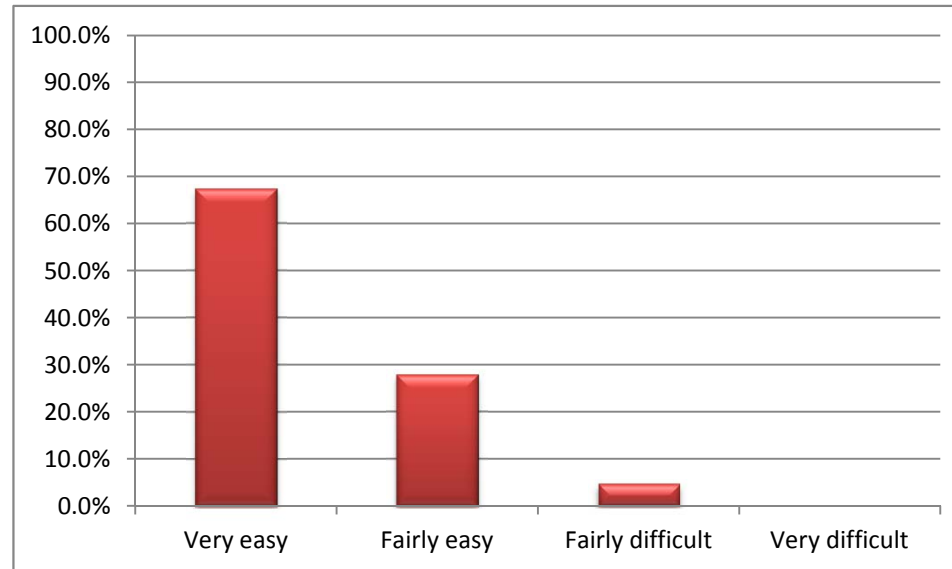
"Phone call to Trusted Traders"

"Friend from Belper"

"Went to Police who gave me your number"

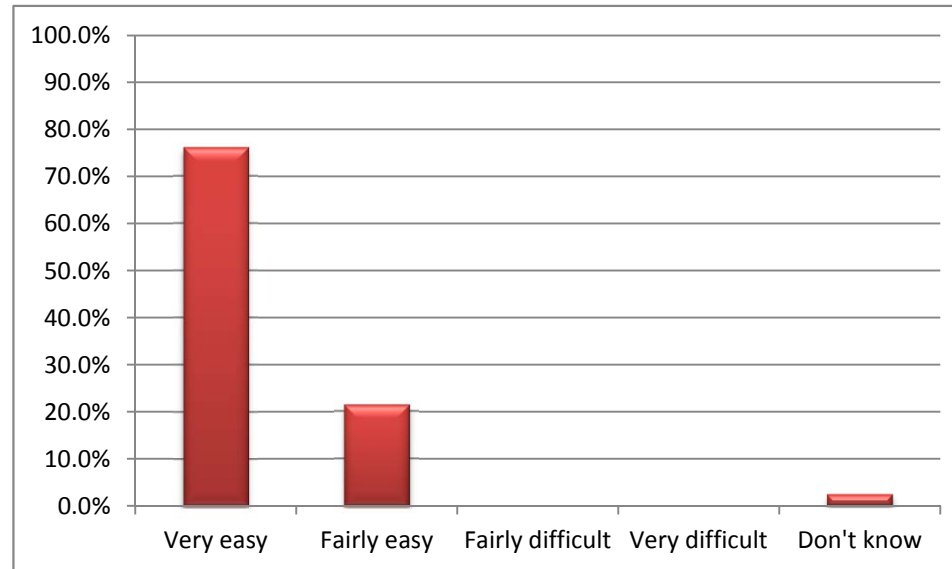
Q2 How easy was it to make this initial (your first) contact with us?

Very easy	67.4%	29
Fairly easy	27.9%	12
Fairly difficult	4.7%	2
Very difficult		



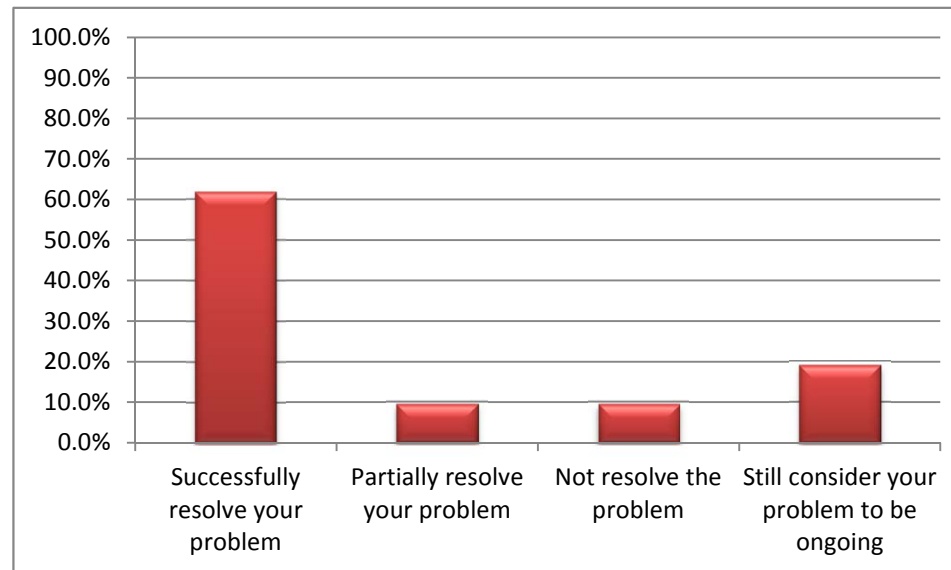
Q3 Did we give you information/advice that was easy to understand?

Very easy	76.2%	32
Fairly easy	21.4%	9
Fairly difficult		
Very difficult		
Don't know	2.4%	1



Q4 Following your contact with us, did you:

Successfully resolve your problem	61.9%	26
Partially resolve your problem	9.5%	4
Not resolve the problem	9.5%	4
Still consider your problem to be ongoing	19.0%	8

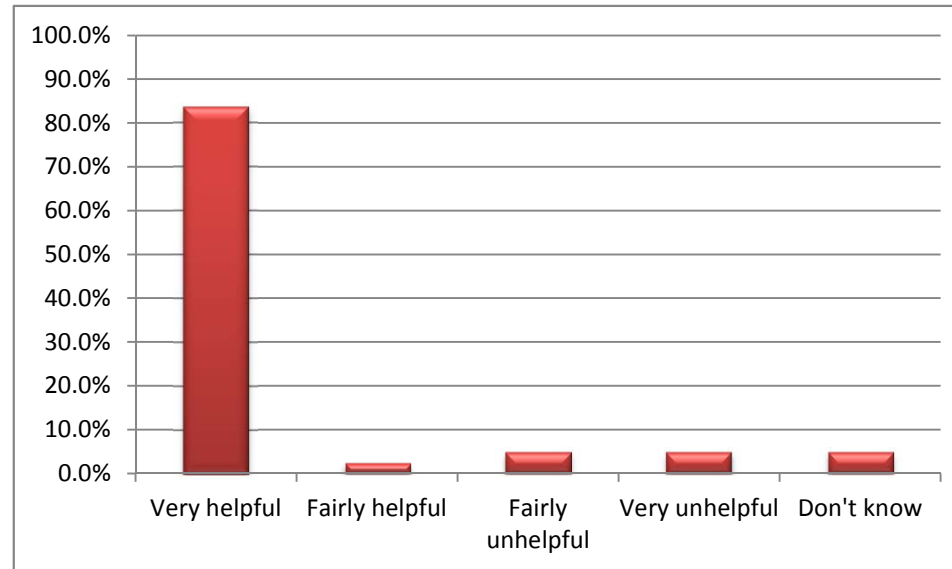


Q4 comments from someone who didn't answer the question:

"Don't know no one has informed me what happened only that you were dealing with it"

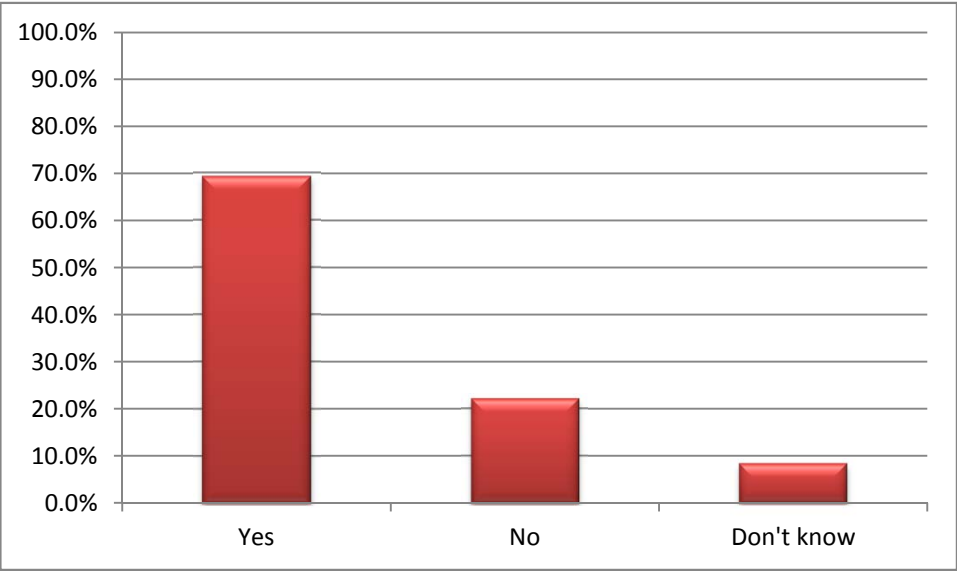
Q5 Was our advice/information helpful?

Very helpful	83.7%	36
Fairly helpful	2.3%	1
Fairly unhelpful	4.7%	2
Very unhelpful	4.7%	2
Don't know	4.7%	2



Q6 Were you kept informed of the progress of your complaint?

Yes	69.4%	25
No	22.2%	8
Don't know	8.3%	3

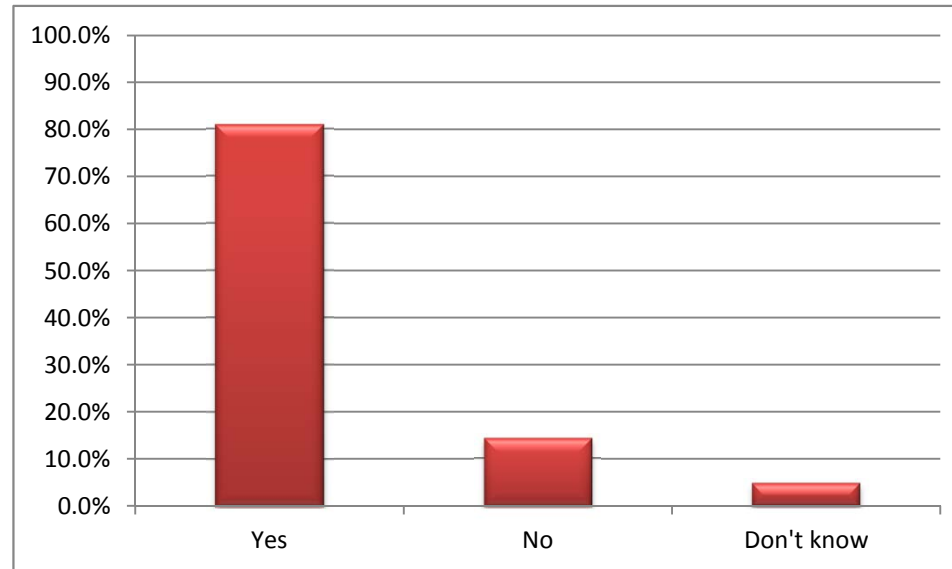


Q6 comments from someone who didn't answer the question:

"I did not complain"

Q7 Do you feel better equipped to deal with future problems of a similar nature?

Yes	81.0%	34
No	14.3%	6
Don't know	4.8%	2

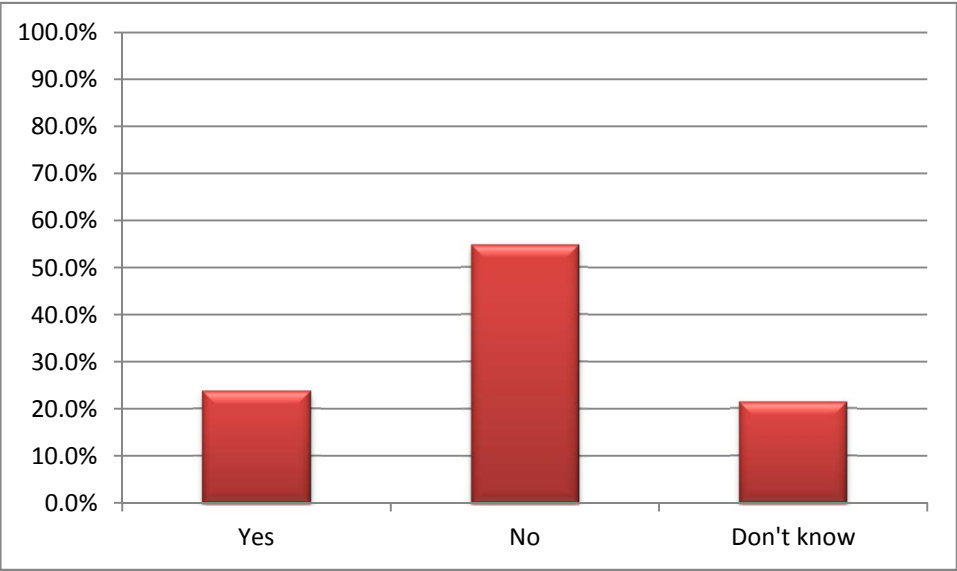


Q7 comments from someone who answered "Yes":

"not due to your help"

Q8 Could we have done more to help you?

Yes	23.8%	10
No	54.8%	23
Don't know	21.4%	9



If Yes, please tell us what we could have done:

"Had no contact from you at all"

"Attached letter showing all the problem I had. Advice offered did NOT help. I had no further contact following my complaint. The issue was resolved only when I threatened the company with court action"

"Taken my complaint seriously instead of just contacting the person I was complaining about who denied. The case was then closed"

"You could have followed up my complaint"

"A DVLA check on the registration of the vehicle to find name of registered keeper (although registered keeper may not be person I had issue with if vehicle leased) I attempted to do this but DVLA advised that Trading Standards could"

"We were just given advice to try and resolve the issue ourselves, not sure what/if you are trying to pursue the matter for us"

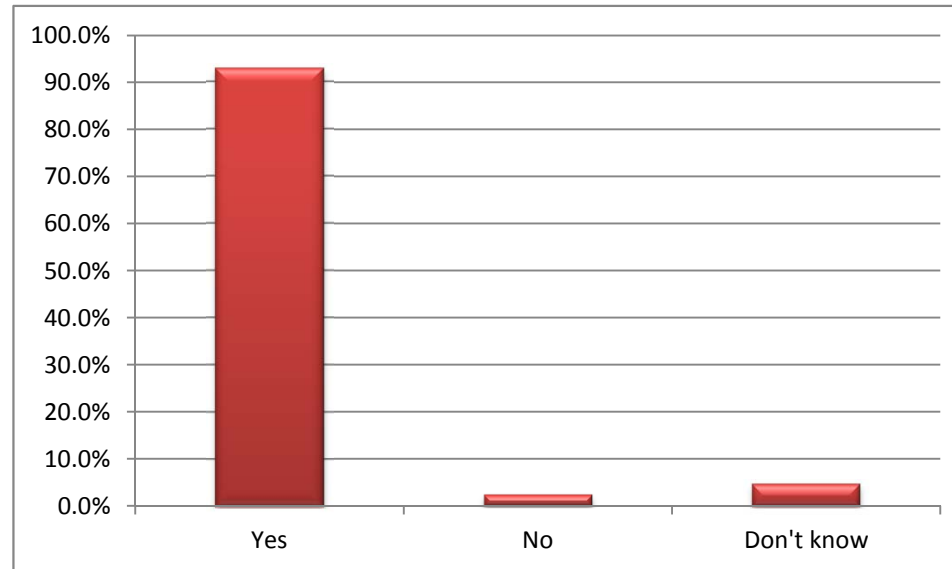
"More information would have been nice. I was just told the problem was a local issue. I have no idea how the problem was resolved and if any fines were issued or what action AAA took"

"Allowed me to attend a meeting with BBB. Where they would not have been able to manipulate the meeting"

"Sorry to be so vague. You assured me you would deal with it, and that you would be no help to me regarding the faulty goods. From a personal point of view its no help. From the perspective of safety for others I don't know"

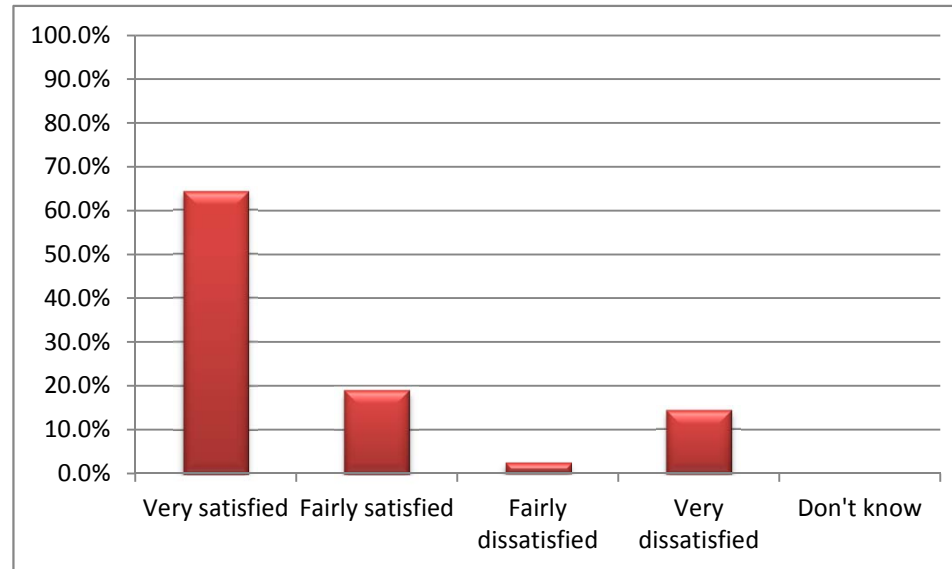
Q9 Were our officers courteous and polite at all times?

Yes	93.0%	40
No	2.3%	1
Don't know	4.7%	2



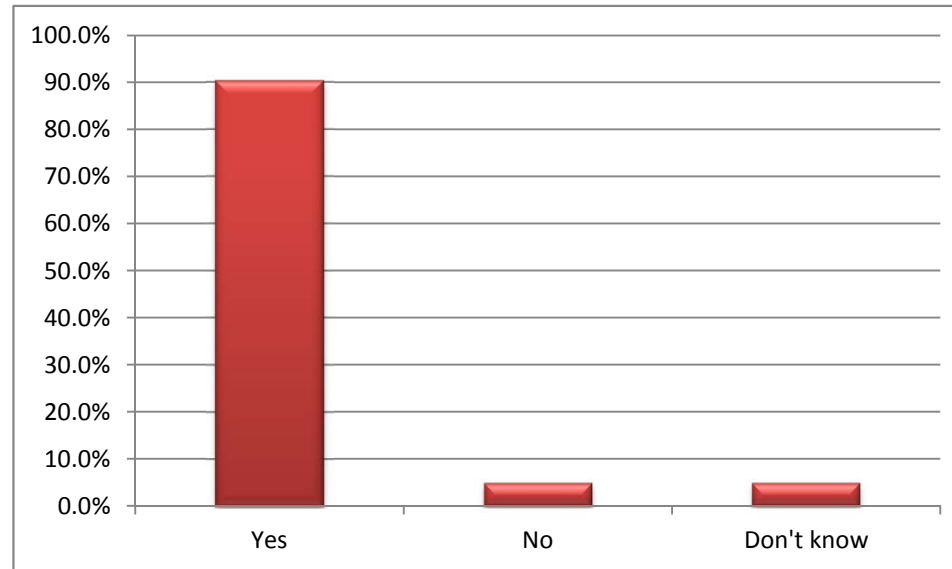
Q10 How satisfied were you with our overall level of service?

Very satisfied	64.3%	27
Fairly satisfied	19.0%	8
Fairly dissatisfied	2.4%	1
Very dissatisfied	14.3%	6
Don't know		



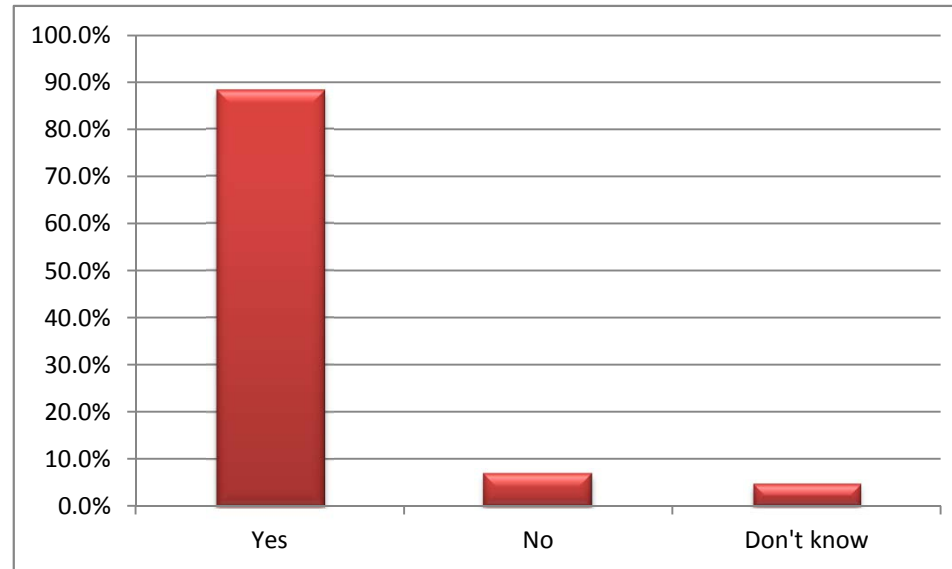
Q11 Did we treat your fairly at all times?

Yes	90.5%	38
No	4.8%	2
Don't know	4.8%	2



Q12 Were you aware of the Trading Standards Service before you had this contact with us?

Yes	88.4%	38
No	7.0%	3
Don't know	4.7%	2

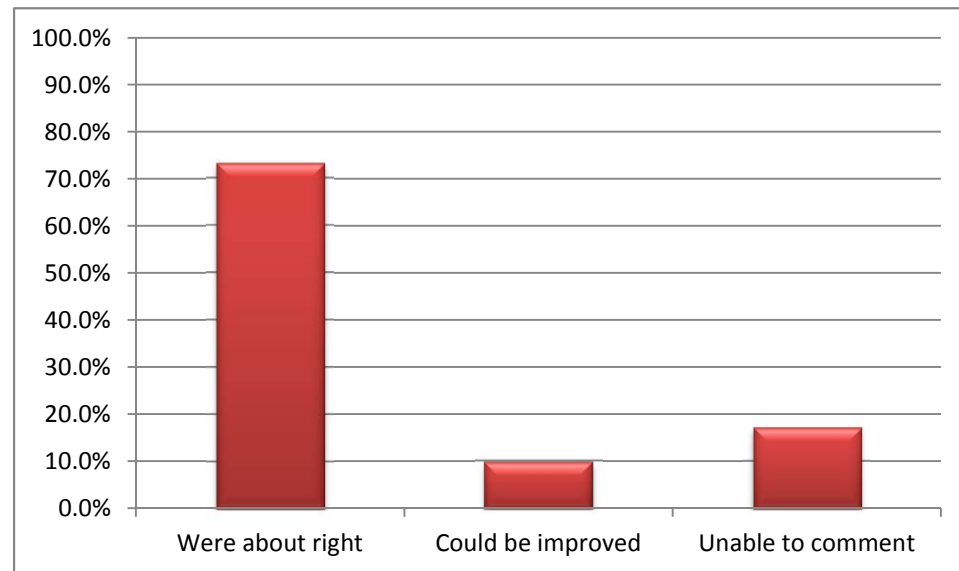


Q13 - Derbyshire Trading Standards focuses its work on the following priority areas;

- 1. Taking effective action against businesses that deliberately or persistently break the law**
- 2. Providing support and advice to Derbyshire businesses and consumers to maintain a fair and safe trading environment**
- 3. Taking effective action in relation to the storage and supply of dangerous goods**
- 4. Maintaining food standards and helping people to make informed, healthy choices**
- 5. Preventing the spread of animal disease and taking action in cases of unnecessary suffering of livestock**
- 6. Restricting the access of children and young people to harmful age-restricted goods**

Looking at these priorities, would you say that they:

Were about right	73.2%	30
Could be improved	9.8%	4
Unable to comment	17.1%	7



Q13 comments from people who answered "Were about right":

"I'm not sure if part of priority no. 4 "helping people to make informed, healthy choices" is appropriate for Trading Standards? That part really puzzled me because it seems poles apart from your other remit of enforcing standards etc. ie if I wanted info on whether to eat butter or margarine, I wouldn't dream of ringing trading standards?"

"Respond to complaints when they are submitted, and make contact with business within weeks of the complaint"

"No"