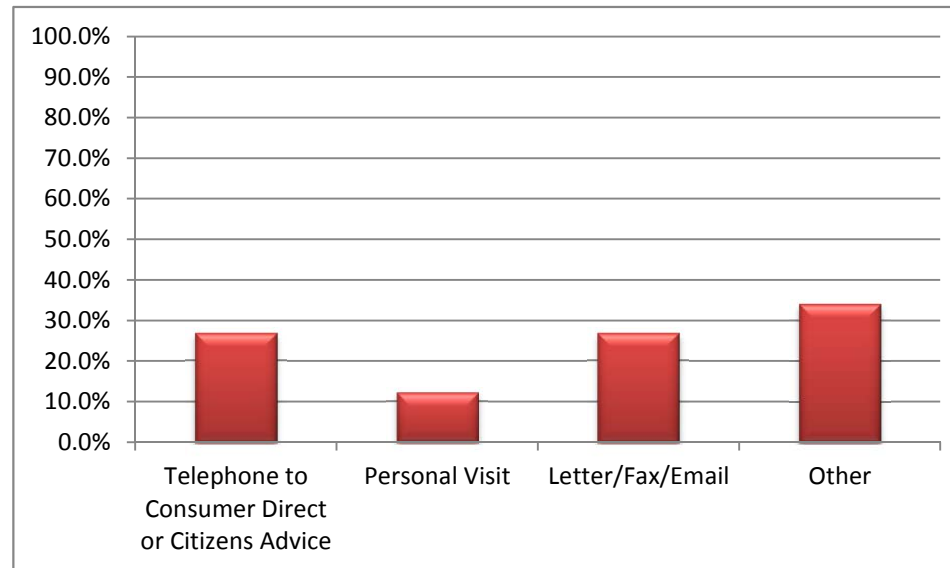


### **Survey of Consumer Contacts 2014/15**

	No. of surveys sent	No. of surveys received	Response Rate
First mailing sent out to contacts closed in July 2014	37	15	40.5%
Second mailing sent out to contacts closed in December 2014	54	26	48.1%
Total	91	41	45.1%

### Q1 How did you first contact us?

Telephone to Consumer Direct or Citizens Advice	26.8%	11
Personal Visit	12.2%	5
Letter/Fax/Email	26.8%	11
Other	34.1%	14



**If Other, please tell us how below:**

"Trading Standards contacted me after I left a negative review on the Trusted Trader website"

"by phone direct"

"Contacted council offices"

"Phoned council and asked to be put through"

"Internet"

"Telephone"

"Call to DCC"

"Tel. call to county offices"

"Telephone"

"Rang direct"

"Telephone call to TS"

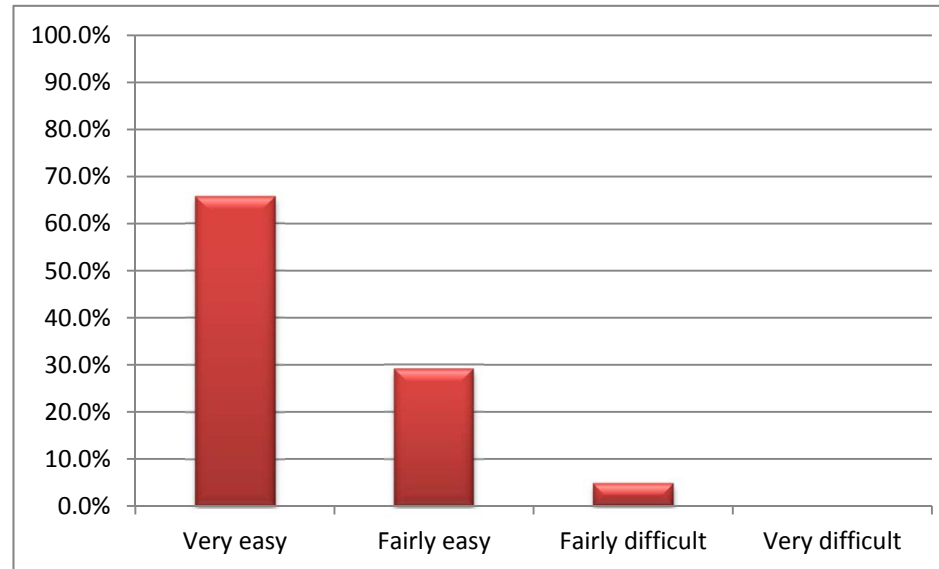
"Personal call"

"Telephone direct"

"through Leicester Trading Standards"

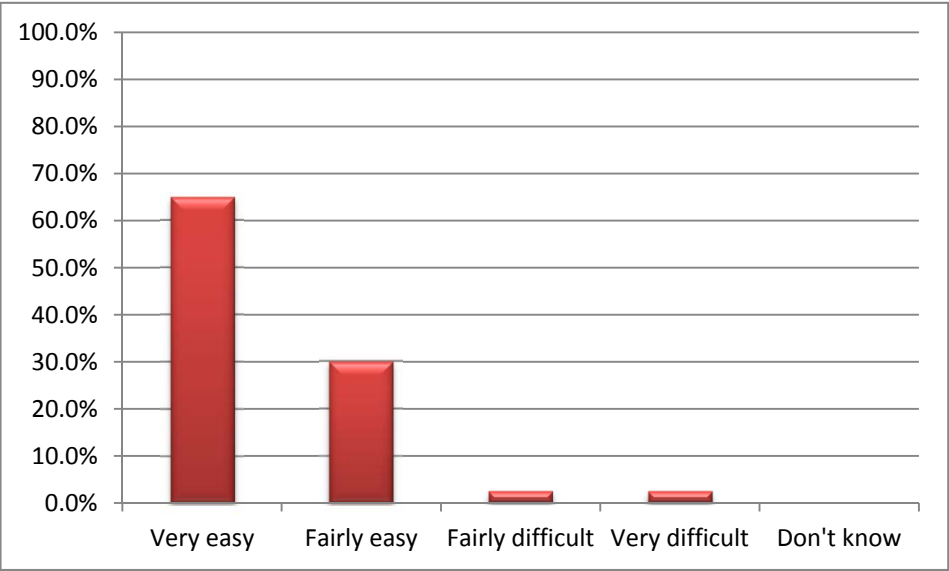
## Q2 How easy was it to make this initial (your first) contact with us?

Very easy	65.9%	27
Fairly easy	29.3%	12
Fairly difficult	4.9%	2
Very difficult		



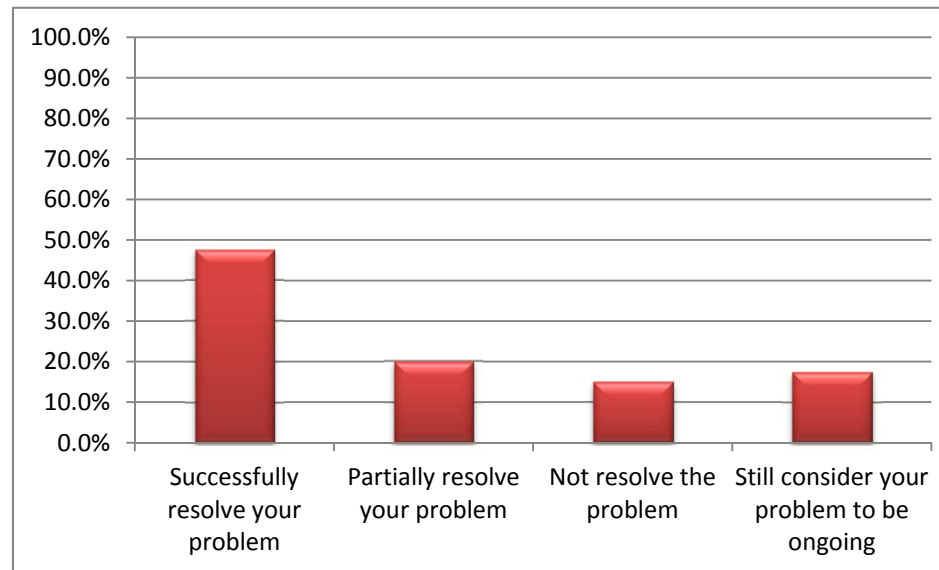
**Q3 Did we give you information/advice that was easy to understand?**

Very easy	65.0%	26
Fairly easy	30.0%	12
Fairly difficult	2.5%	1
Very difficult	2.5%	1
Don't know		



#### Q4 Following your contact with us, did you:

Successfully resolve your problem	47.5%	19
Partially resolve your problem	20.0%	8
Not resolve the problem	15.0%	6
Still consider your problem to be ongoing	17.5%	7

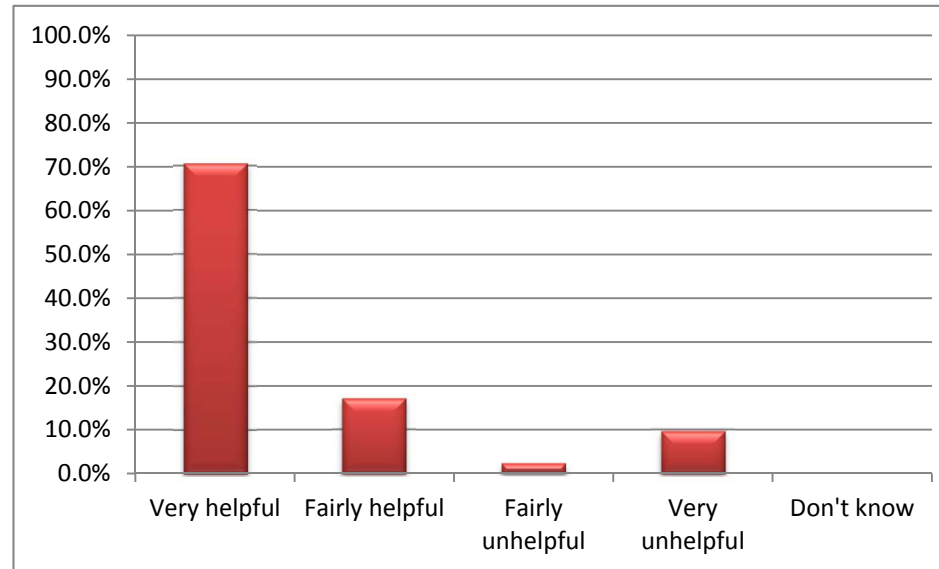


#### **Q4 Comments**

"still awaiting outcome via Richmond Surrey Trading Standards"

### Q5 Was our advice/information helpful?

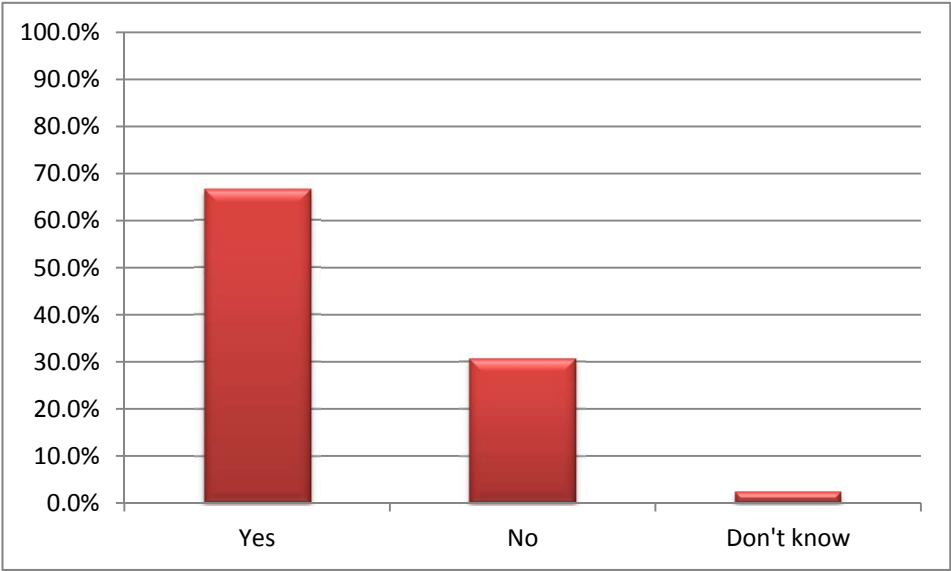
Very helpful	70.7%	29
Fairly helpful	17.1%	7
Fairly unhelpful	2.4%	1
Very unhelpful	9.8%	4
Don't know		





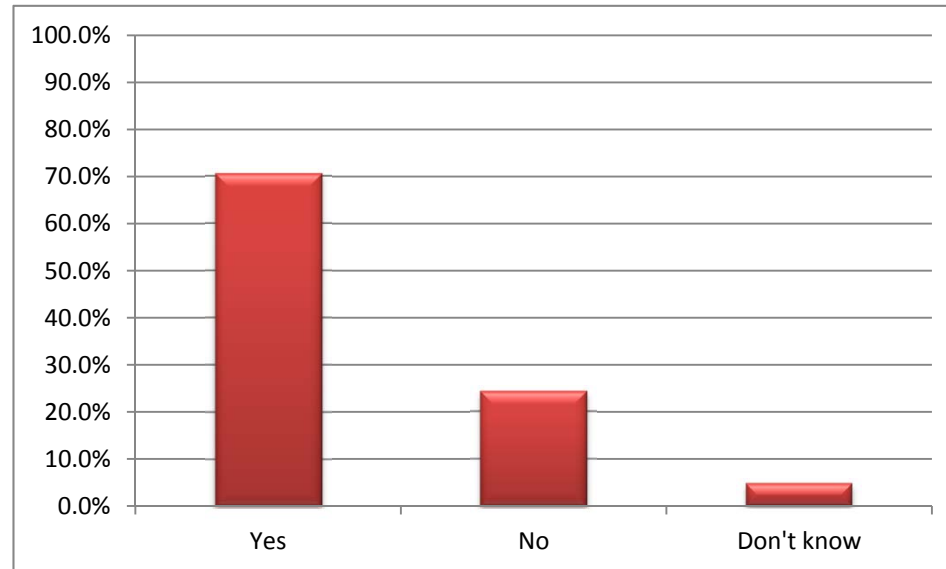
**Q6 Were you kept informed of the progress of your complaint?**

Yes	66.7%	26
No	30.8%	12
Don't know	2.6%	1



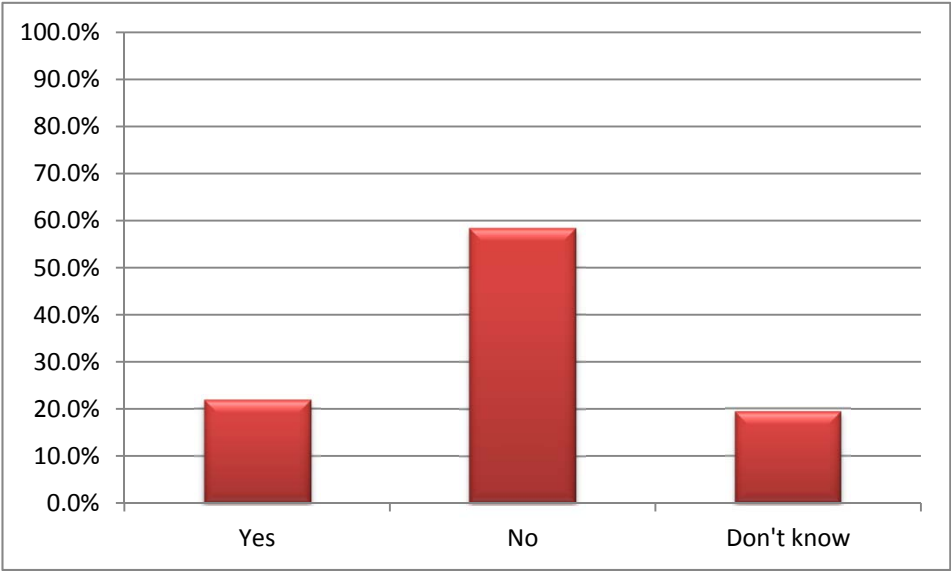
**Q7 Do you feel better equipped to deal with future problems of a similar nature?**

Yes	70.7%	29
No	24.4%	10
Don't know	4.9%	2



**Q8 Could we have done more to help you?**

Yes	22.0%	9
No	58.5%	24
Don't know	19.5%	8



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

"Been useful. Not give 3 degree interrogation before 'helping' then be fairly useful"

"I felt your adviser did not fully understand my problem and was very much on the side of the trader"

"Provide an answer to the question raised on 2 separate occasions"

"Taken matters further. After telling us that the company WAS in breach of contract and advising them that a refund would be sufficient in resolving the dispute"

"I heard from the lady in question that the person who went to inspect said this call was malicious and jealousy. This was not the case and was not very professional, no wonder nobody bothers complaining. I was also not informed on progress. Right or wrong it is in your interests to check on things.

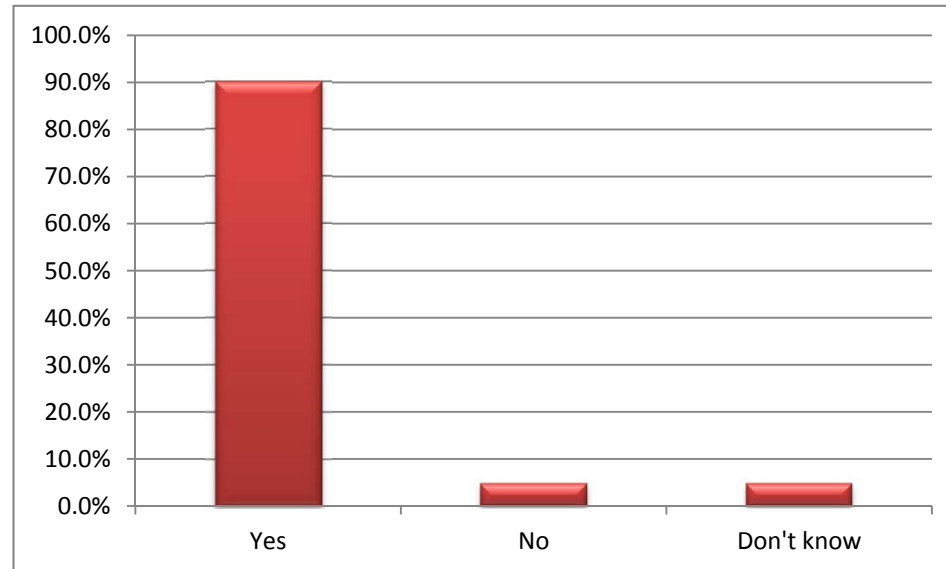
"You stated that we should have had a refund and that the Company was in breach of contract but due to lack of funding you were unable to help as our case was of no importance"

"Kept me more informed of my rights"

"Someone should have made a visit to my home to see the mess that was made"

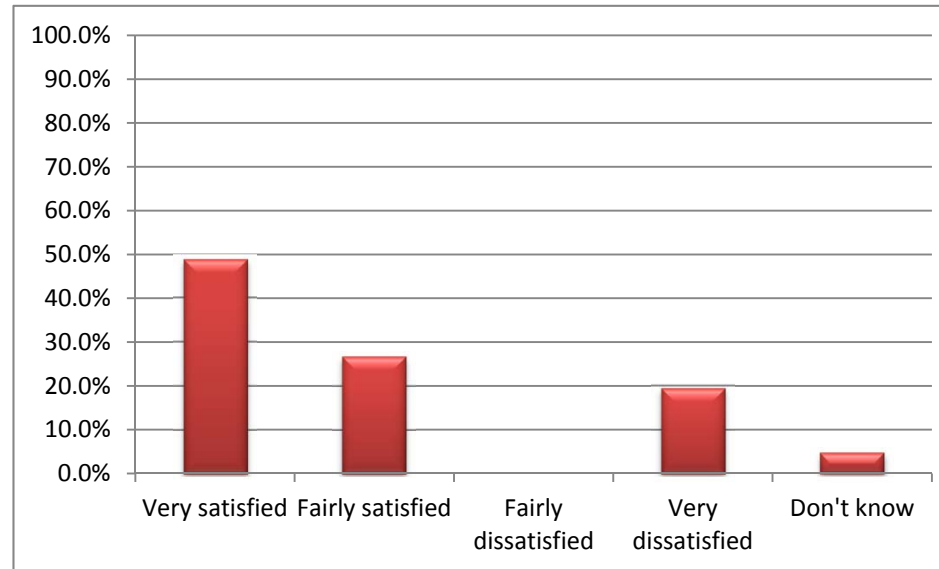
**Q9 Were our officers courteous and polite at all times?**

Yes	90.2%	37
No	4.9%	2
Don't know	4.9%	2



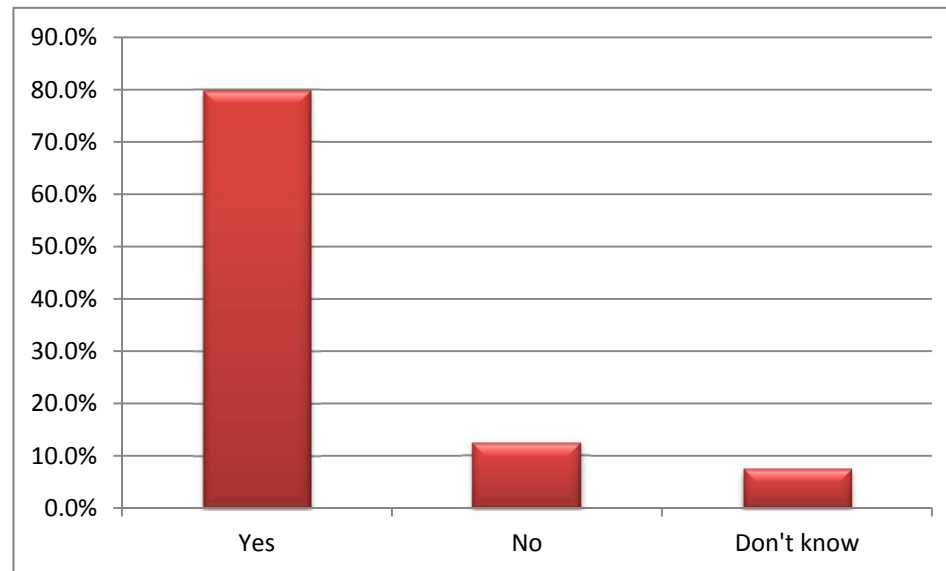
### Q10 How satisfied were you with our overall level of service?

Very satisfied	48.8%	20
Fairly satisfied	26.8%	11
Fairly dissatisfied		
Very dissatisfied	19.5%	8
Don't know	4.9%	2



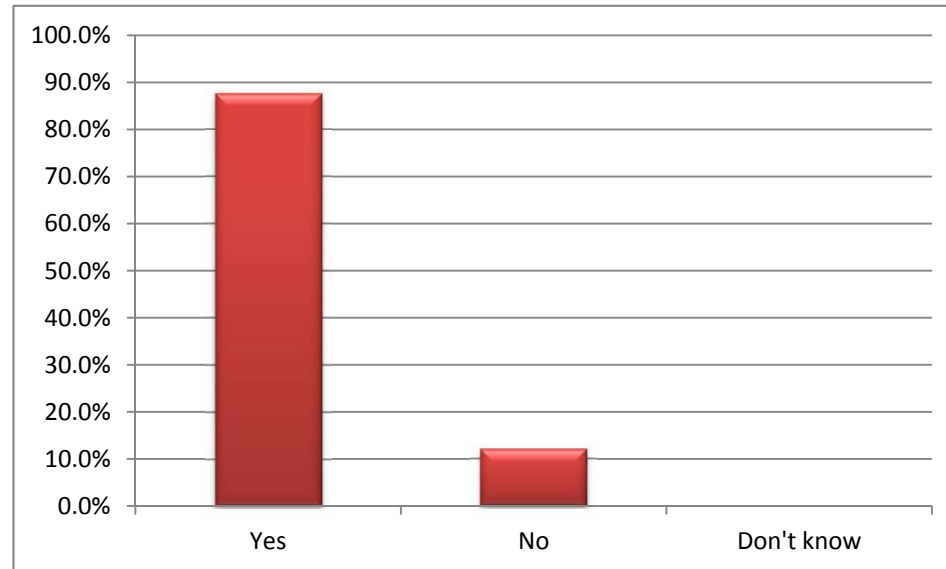
### Q11 Did we treat your fairly at all times?

Yes	80.0%	32
No	12.5%	5
Don't know	7.5%	3



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

Yes	87.8%	36
No	12.2%	5
Don't know		



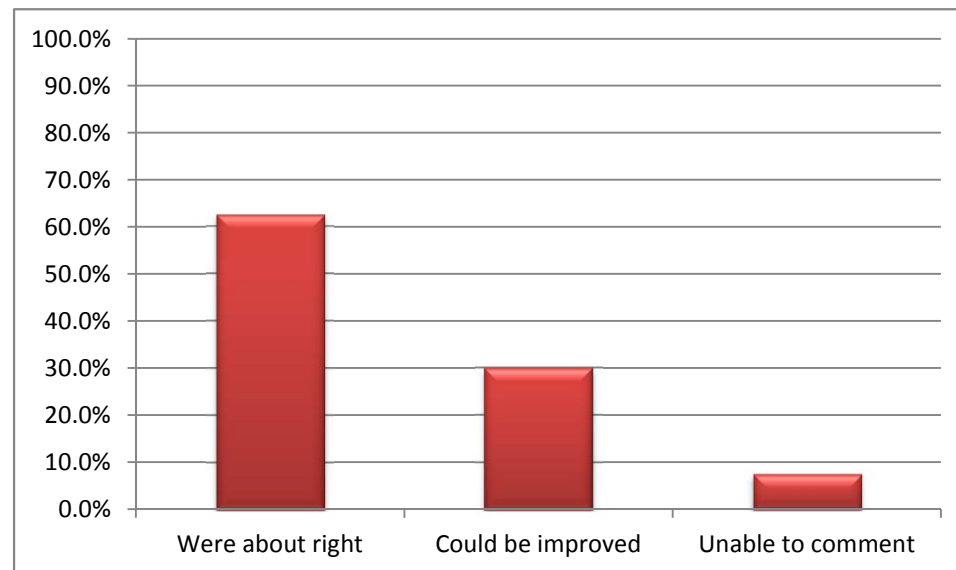


**Q13 - Derbyshire Trading Standards focuses its work on the following priority areas;**

- 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	62.5%	25
Could be improved	30.0%	12
Unable to comment	7.5%	3



### **Q13 - comments**

"I still maintain that [name of business] are inflating some of their prices for periods of time to get around the pricing time and date scale"

"Stay professional at all times and not assume or slag off I for one wont bother putting my concerns forward again unless the lady is found and spoken to about accusing in front of other party"

"Not prepared to waste my time!!"

"We found trading standards to be of no use at all. The company we have the dispute with obviously know this as when we threatened them with trading standards the owners response was 'go to them, I'll deal with them'"

"By providing answers to legitimate questions"

"Help normal customers, grow and use some teeth"

"The said Company deliberately broke the law, taking money for a product they knew they were unable to deliver. Trading Standards have evidence of this but were not willing to help"

"It should be made clearer if trading standards are there to protect consumers against traders who turn out work of poor quality OAPs need that back up. Trading standards should have a higher/broader profile so traders know they cannot get away with bad practice when employing traders some have very questionable payment practices"

"I wrote comments regarding a builder, you contact him, but my comments were not put on his profile, even though he admitted his shortfall to you. As my comments were not printed then the same thing can happen to someone else. What was the point!!"

"On this particular instance it was connected to Trusted Trader so things were sorted quickly but I am not so sure if it had been an independent trader this department is like all the other department in the government it lacks money and staff"

"Selling things at a lower price but having good quality products with a better longer date not a shelf life of say 2 days people might not see the shelf life and just pick goods up"

**Q14 Please use the space below to expand on your answers or if you have any further comments on our service or suggestions for improvement**

"After this experience I have grave doubts about the integrity of the 'trusted trader' scheme and the people involved in it. I decided not to proceed even though I was let down by [company name], culminating in an abusive telephone call from their representative at 6.15pm on Saturday night. My health is not good and I felt I just could not go on further"

"Following the initial complaint about illegal tipping, and apparently the storage of scrapped vehicles, I received an emailed acknowledgement. I was told a reply would be issued. When this did not materialise I emailed again. No response has ever been forthcoming. The illegal tipping remains"

"He has no reason to up his game, as he can pay lip service. If it was put on his site my comments, it would make others aware of his short-comings, and make sure they are not treated the same. If other customers don't know, if he does it again, they will think they are the only ones he has let down. Why complete comments if they cannot be published! There is no incentive to up his game!"

"Help locals in disputes with shops who take money and don't deliver - don't just shrug it off as not your problem. Be easier to find via normal DCC channels (County Hall reception cannot locate who to contact). Take action against disreputable/troublesome traders - stop being spectators"

"I am grateful for the help and support I received from Trading Standards. I feel the work on my garden was only completed to a satisfactory standard after involving [officer name]. Your officer communicated with [company name] on my behalf and the work was completed; I was kept informed about conversations between them and it was good to know someone had the clout I didn't!"

"I am satisfied that in this instance the matter was cleared up to my satisfaction. Because I was willing to go to the press. The comps should not think they can have a Trusted Trader sticker on their van and that's all they have to do!"

"I was generally pleased with the assistance your staff gave me. However, my problem was not fully resolved, but I have not pursued it further as it would have caused me more expense and a lot of disruption. I do feel that due to their shoddy workmanship and the fact that they removed asbestos from my home in a manner they weren't licensed to carry out and the fact that I still have asbestos rubble in my boiler cupboard that [company name] should no longer be classed as a Trusted Trader, particularly as they seem to think they have done nothing wrong and were not prepared to make amends or offer an apology"

"I was made aware of the services by my daughter who works in the courts in Leicester. I found them to be very concerning, very polite and extremely helpful. I would not hesitate to use them again should the need arise I would like to thank them for everything"

"I would never buy a service from any trader on trading standards recommended list. As I was told by a member of your staff that reviews given by customers are edited to prevent businesses losing business. I could never trust any of your recommended companies to provide a proper and correct service as all are show to be good companies (when the truth is hidden). I am grateful to the lady who told me as I now know not to trust your recommendations. In future I will only deal with companies recommended by family and friends and advise them of my findings of trading standard recommendations"

"I would not recommend or use trading standards in future. The company I had problems with also knew that you would not help us and challenged us to go to you (obviously knowing that they couldn't lose)"

"In October 2005 I was 'stitched' up by [company name](on Saturday). 1st thing Monday I phoned your office for advice and you saved the day. They advertised £1500 minimum part exchange in newspaper. When I got home and opened SEALED paperwork I was only given £500 for my car and interest rates were higher than discussed. Thanks to your office I managed to re-do the deal, got £1500 ps and got a bank loan. Many thanks! (good job it was at weekend - for paperwork NB had car until May 2009. Carry on with your good work"

"Many thanks to [officer name] for her professionalism"

"My car has now been MOT again and passed I would like to thank you very much"

"My initial impression when the person from trading standards refused to come and look at the poor work was that the trading standards dept had no teeth and appeared powerless to help. On the other hand, when [name] who did the defective work found out I had contacted Trading standards he was clearly worried so some effect was definitely felt there. He did make a half hearted attempt to rectify the problem, but there are still some bubbles on the ceiling. He clearly did not do any preparation to either ceiling he painted. When he returned to job he was rude, belligerent and abrupt. would never use and recommend him"

"My whole experience of contact with Trading Standards was extremely positive. The advice and support provided by [officer name] was exceptional. I am sure I would have had immense difficulty resolving my issue without this valuable service"

"No comments other than thank you for your help and advice"

"The gentleman who dealt with our case kept me up to date with the progress"

"The service I received was excellent. Could not have been better in any respect. I was kept informed at every stage - and the outcome was 100% successful in my favour. I greatly appreciated efforts made on my behalf"

"Trading standards is of no use to an innocent party who has been ripped off by a company. We had all the evidence in place (emails from the company owner and the trade organisation) showing that our money was taken fraudulently and still we're out of pocket and have nothing to show for it"

"You were prompt in acting on my report of a trader displaying Trusted Trader sign when not registered on site and followed it up and kept me regularly updated - thank you. I think you were fair to the trader too, accepting his explanation of the lapse in his membership and giving him change to rejoin and I felt confident you would check if he did and follow it up if he didn't - very reassuring!"

<b>Male</b>	42.5%	17	
<b>Female</b>	57.5%	23	
<b>Age on last birthday</b>			
	21		64
	31		65 x2
	34		66
	38		67 x4
	43 x2		68
	48		70 x2
	52		71
	53 x2		77
	57		78
	58		79 x2
	59		81
	61 x3		82
	62		85
	63		86
<b>Disability:</b>			
<b>No</b>	73.0%	27	
<b>Yes, affecting mobility</b>	24.3%	9	
<b>Yes, affecting hearing</b>			
<b>Yes, affecting vision</b>			
<b>Yes, a learning disability</b>			
<b>Other (please specify)</b>	2.7%	1	"heart disease"
<b>Which of these groups do you belong to?</b>			
<b>White</b>	100.0%	37	
<b>Mixed</b>			
<b>Black or Black British</b>			
<b>Asian</b>			
<b>Chinese and other ethnic groups</b>			

Comment - "Asking this question is racially discriminating in itself. If you ignore race then all get treated on their merits"