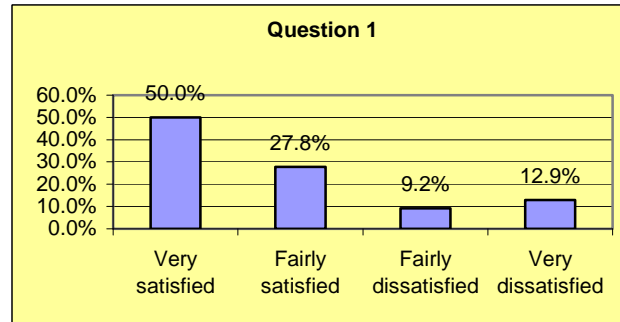


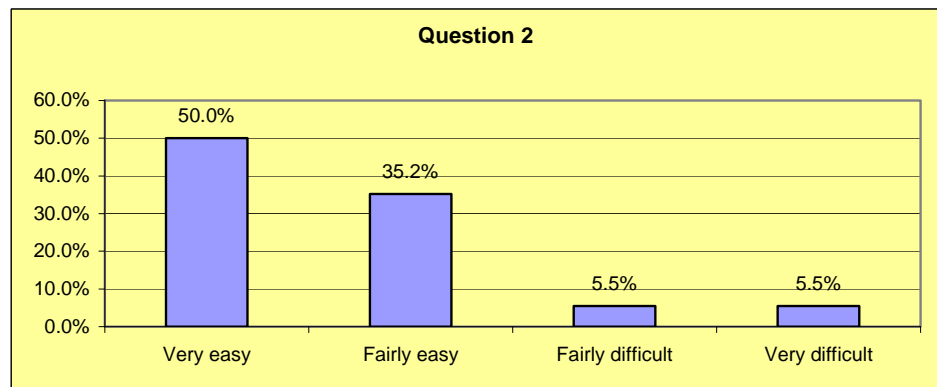
BUSINESS ADVICE (APR 07 – SEP 08)

PERCENTAGES CALCULATED ONLY FROM ANSWERS RECEIVED.

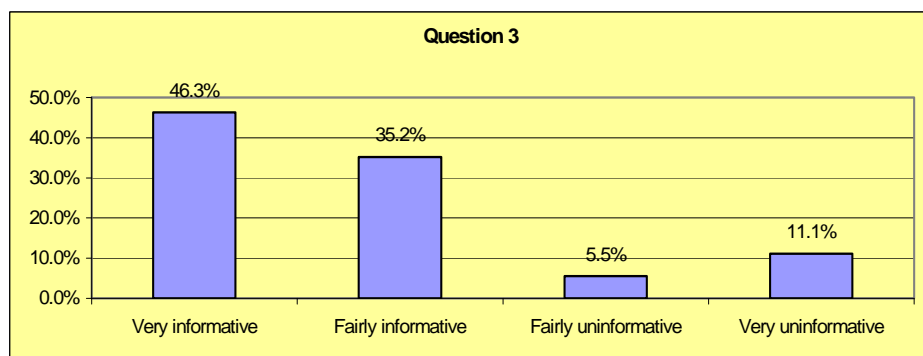
1 How satisfied were you with our overall level of service?



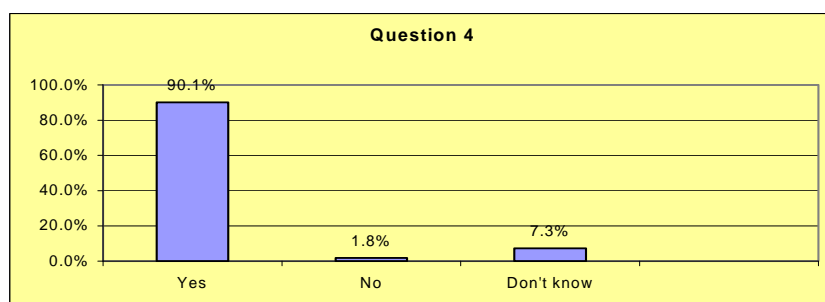
2 Did we give you information / advice that was easy to understand?



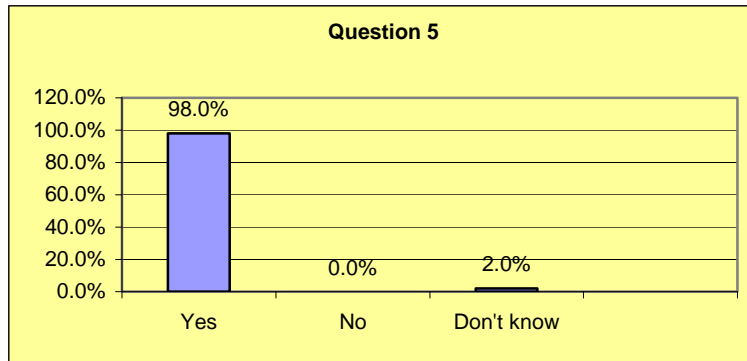
3 How informative did you find our staff?



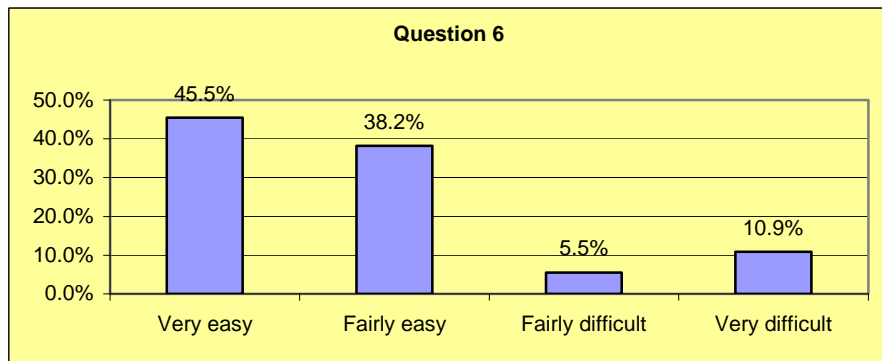
4 Did we treat you fairly at all times?



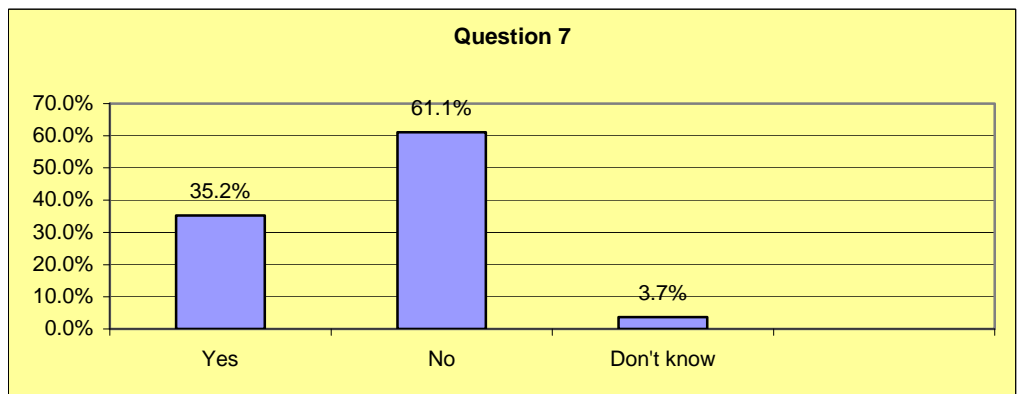
5 Were our officers courteous and polite at all times?



6 How easy was it to make your initial contact with us?

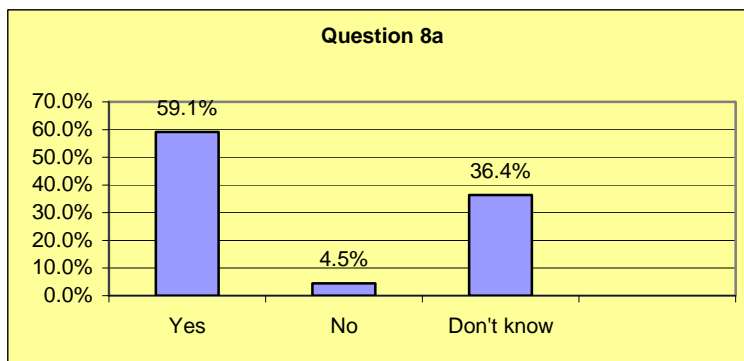


7 Did you know it is possible to complain about council services, including Trading Standards, through our service complaints procedure?

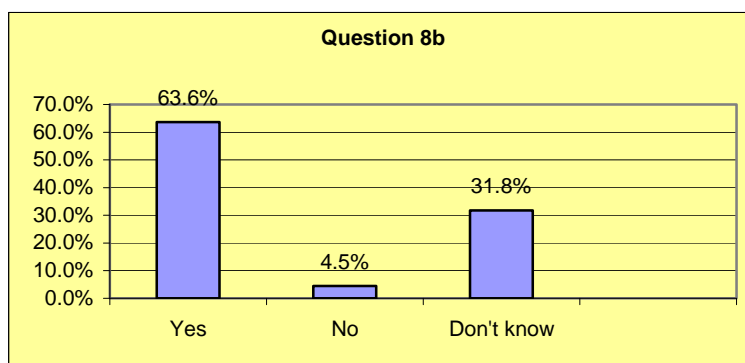


8 If we said that your business was not meeting its legal requirements:

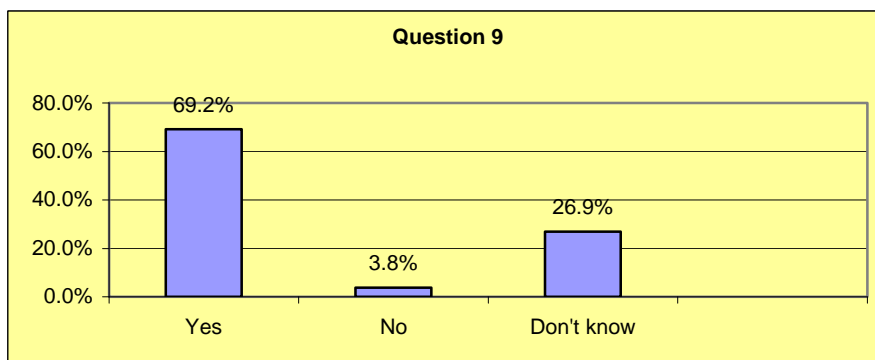
(a) Did we make it clear to you what you needed to do to meet the legal requirements?



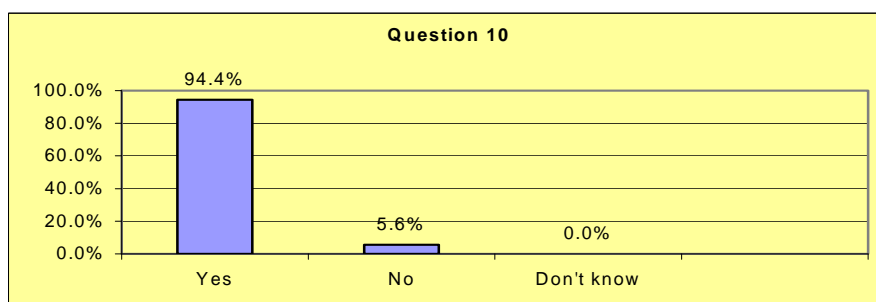
(b) Was our response to this problem fair / reasonable?



9 If we have been in touch with your business on more than one occasion, have you been treated consistently on different occasions?

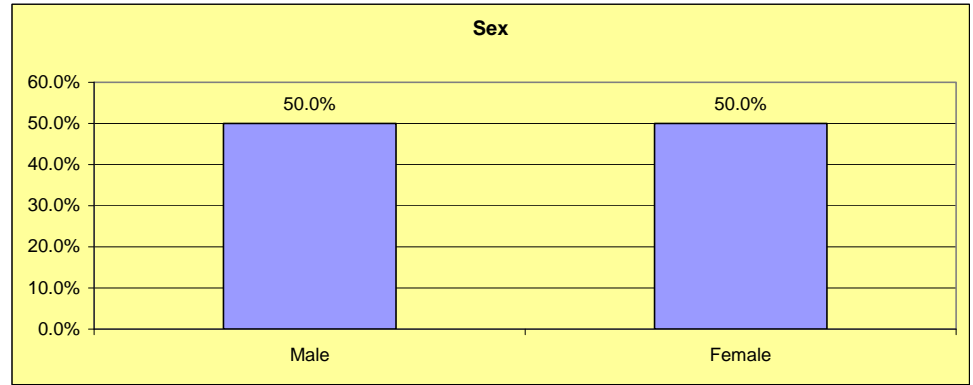


10 Were you aware of the Trading Standards Service before you had this contact with us?

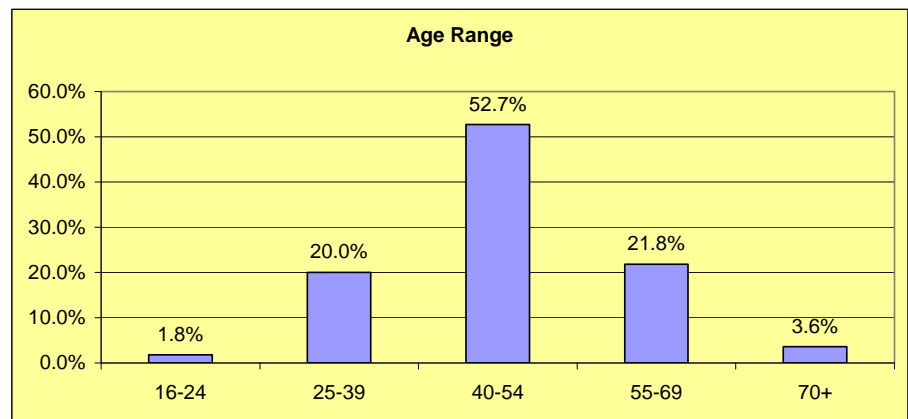


Equal Opportunities Questions

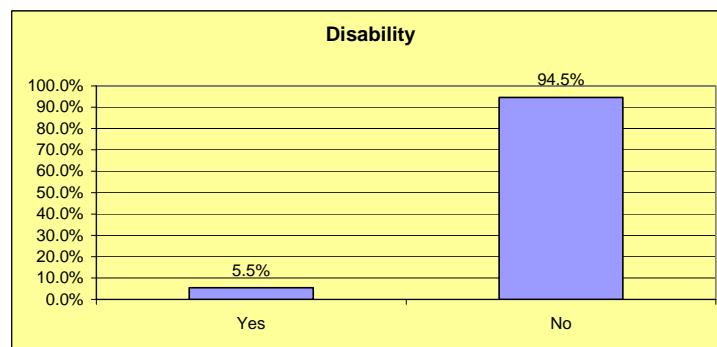
1 Sex



2 Age range



3 Do you have a disability



4 Ethnic Origin

