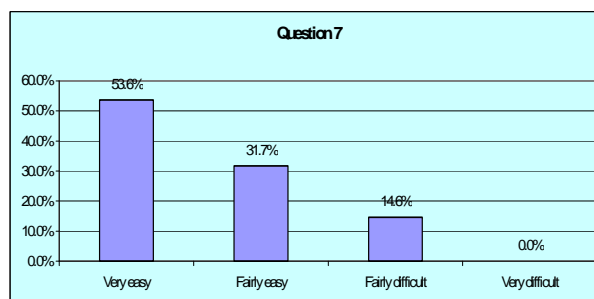


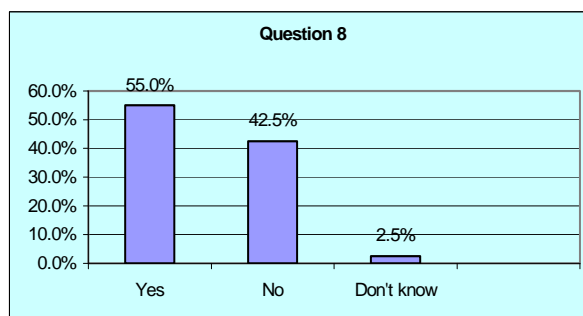
## CONSUMER COMPLAINTS (APR 07 – MAR 08)

PERCENTAGES CALCULATED ONLY FROM ANSWERS RECEIVED.

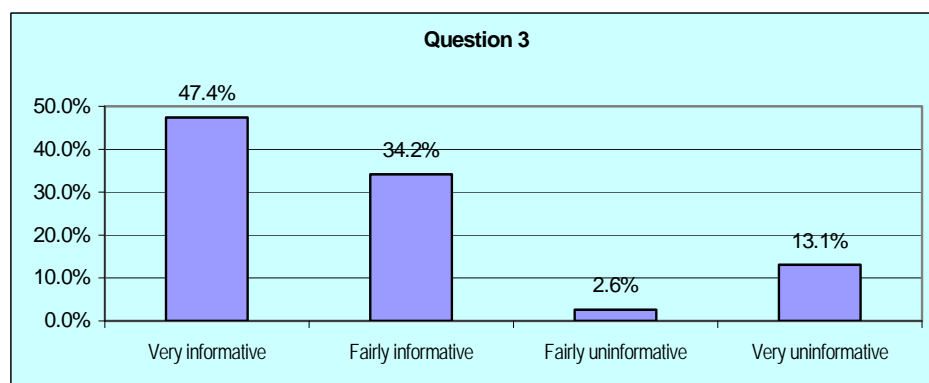
### 1 How satisfied were you with our overall level of service?



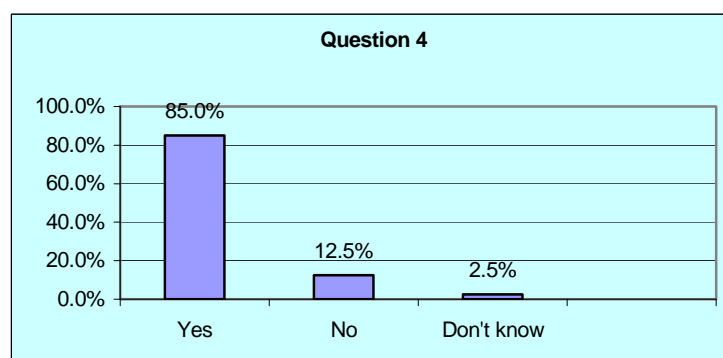
### 2 Did we give you information / advice that was easy to understand?



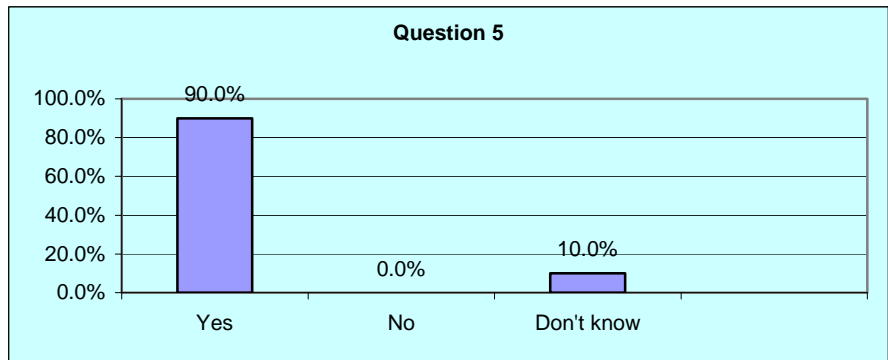
### 3 How informative did you find our staff?



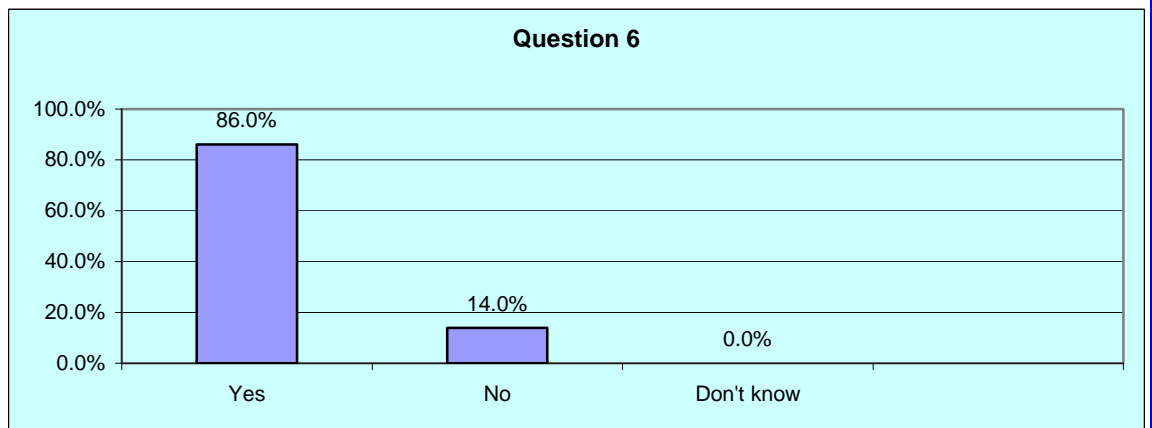
### 4 Did we treat you fairly at all times?



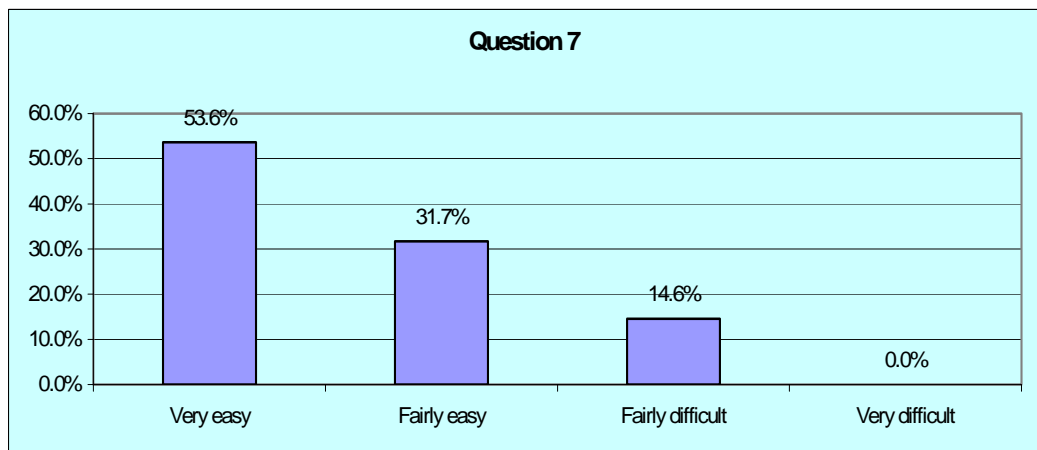
**5 Were our officers courteous and polite at all times?**



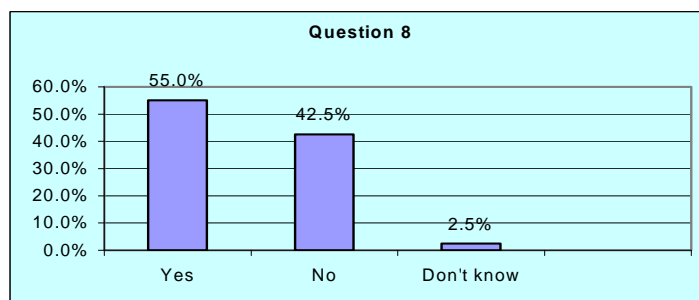
**6 Were you aware of the Trading Standards Service before you had this contact with us?**



**7 How easy was it to make your initial (your first) contact with us?**

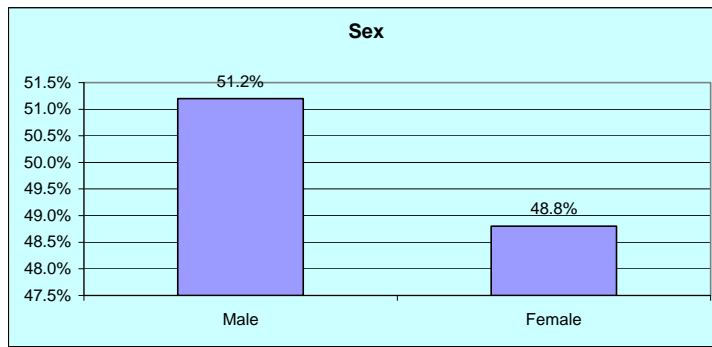


**8 Did you know it is possible to complain about council services, including Trading Standards, through our service complaints procedure?**

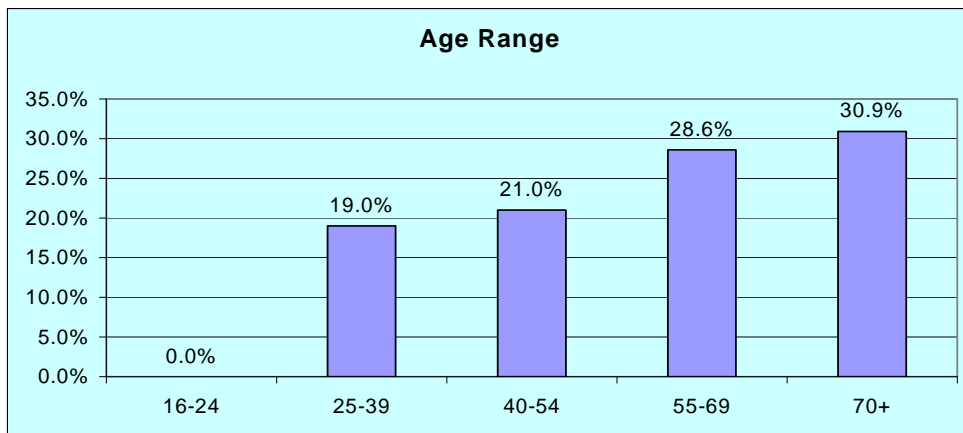


# Equal Opportunities Questions

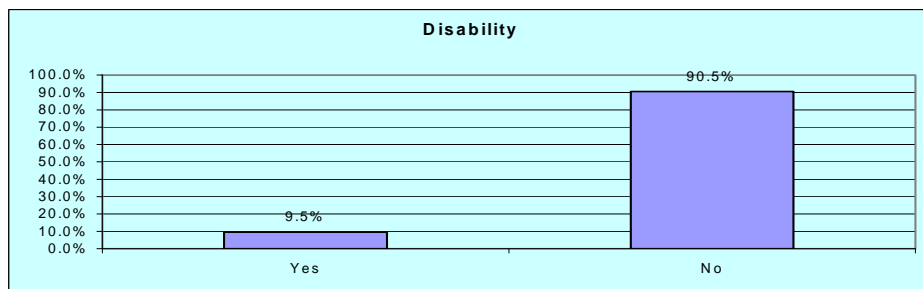
## 1 Sex



## 2 Age range



## 3 Do you have a disability



## 4 Ethnic Origin

