

Aberdeenshire Trading Standards Consumer Survey 2019/2020








12
Responses

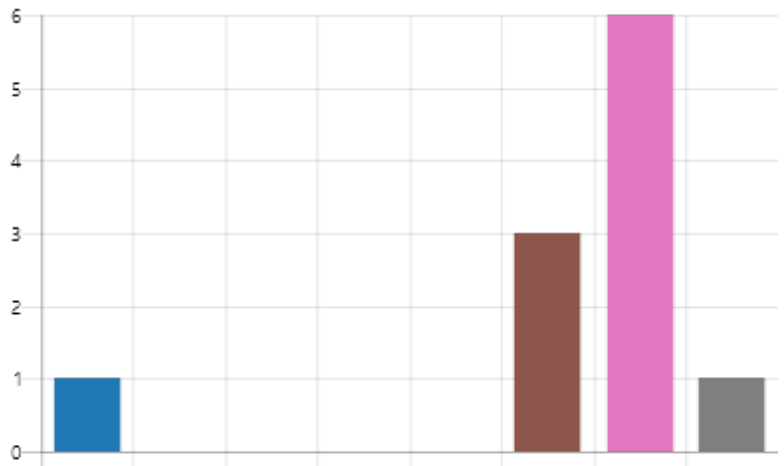
08:38
Average time to complete

Active
Status


Ideas

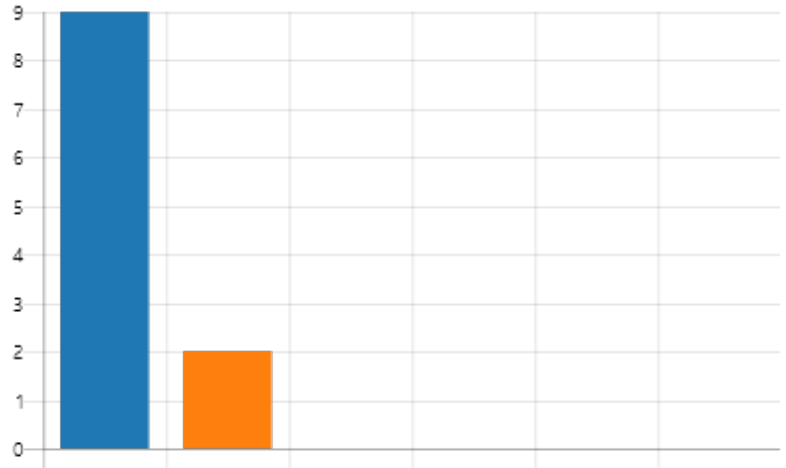
1. How did you find out about the service?

 Friend/Relative	1
 Phone Book/Directory	0
 Citizens Advice Bureau	0
 Other Agency	0
 Internet	0
 Citizens Advice Helpline	3
 Previously aware of service	6
 Other	1



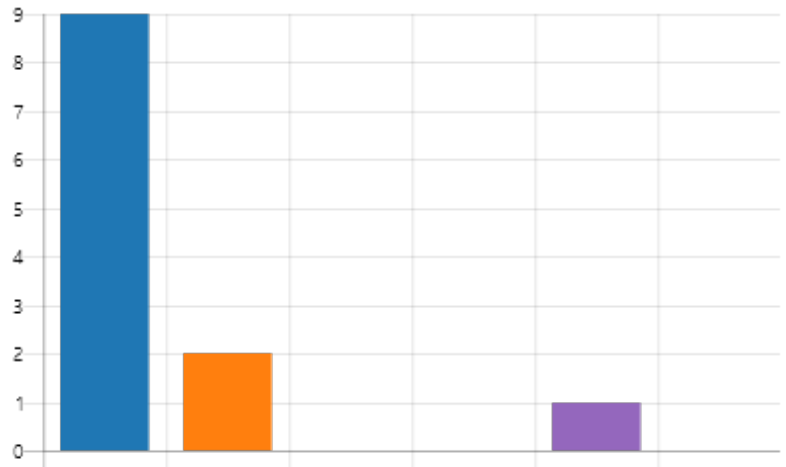
2. How satisfied were you with the time taken to speak to someone about your enquiry?

Very satisfied	9
Fairly satisfied	2
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	0
Don't know/Not applicable	0



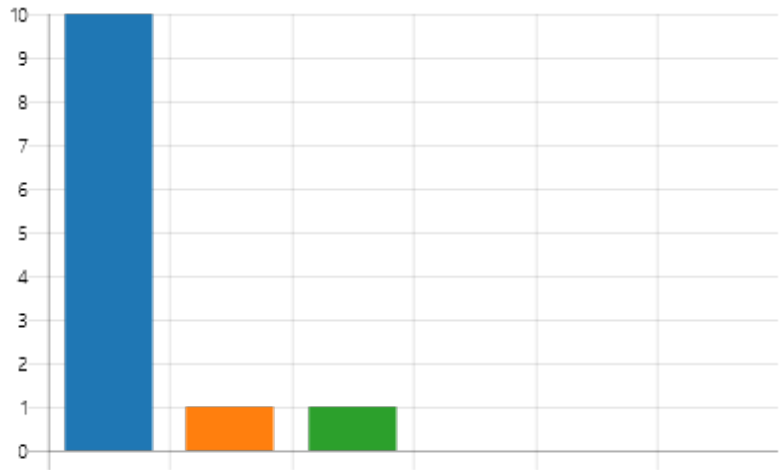
3. Taking into account our opening hours and locations, how satisfied were you with the accessibility of our service?

Very satisfied	9
Fairly satisfied	2
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	1
Don't know/Not applicable	0



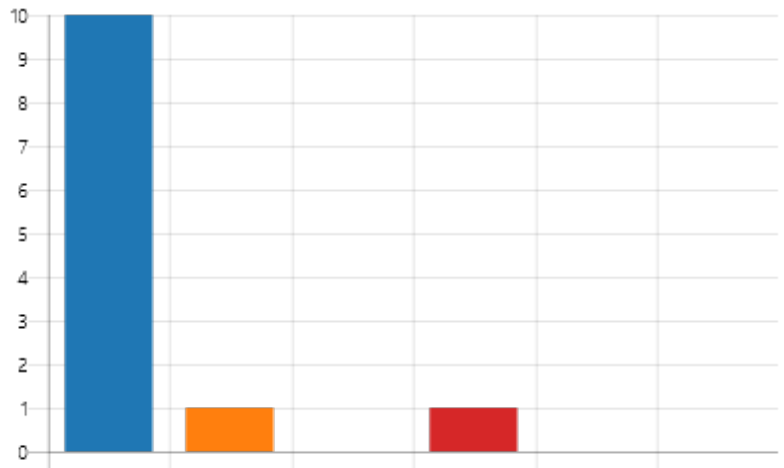
4. Please rate the quality of the information you received

Very satisfied	10
Fairly satisfied	1
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
Very dissatisfied	0
Don't know/Not applicable	0



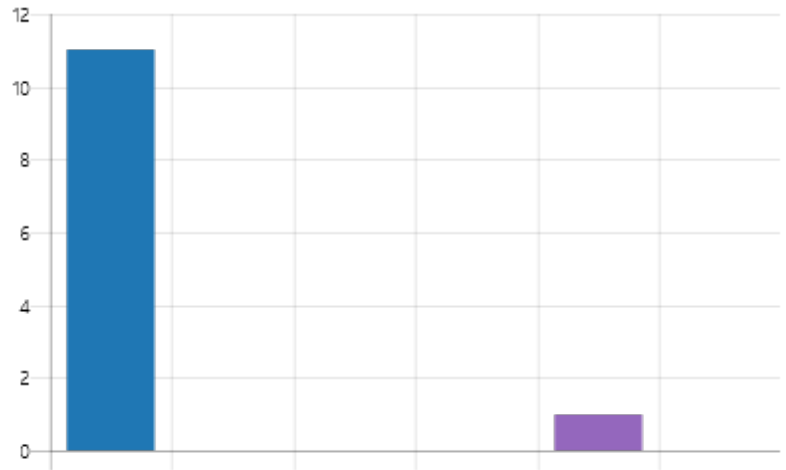
5. How satisfied were you that you were given all the information that you required?

Very satisfied	10
Fairly satisfied	1
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	1
Very dissatisfied	0
Don't know/Not Applicable	0



6. How satisfied were you with the overall level of service?

Very satisfied	11
Fairly satisfied	0
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	1
Don't know/Not applicable	0



7. Can you suggest how the Service may be improved?

5
Responses

Latest Responses
"The service is brilliant as it is."
"Use more telephonists"

8. Have you any other comments?

6
Responses

Latest Responses
"Thankyou so much for you help. I would contact you again if needed. "