

Trading Standards Business Survey 2018

14
Responses

02:37
Average time to complete

Closed
Status

1. How well did the Officer explain the reason and purpose of the Trading Standards visit?

Very Good	10
Fairly Good	4
Fairly Poor	0
Very Poor	0
Don't Know	0



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

Very satisfied	9
Fairly satisfied	3
Fairly dissatisfied	1
Very dissatisfied	0
Don't know	0



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

● Yes	14
● No	0



4. How informative did you find our staff?

● Very good	10
● Fairly good	3
● Fairly poor	1
● Very poor	0
● Don't know	0



5. Did we treat you fairly at all times?

● Yes	14
● No	0



6. Were our Officers courteous and polite to you?

Yes	14
No	0



7. Were you advised your business did not meet the legal requirements?

Yes	3
No	11



8. Did we make it clear to you what you needed to do to meet the legal requirements?

Yes	3
No	0



9. Was our response to this problem fair/reasonable?

● Yes	3
● No	0



10. Did you feel able to ask the Officer for advice either at the time or in future?

● Yes	13
● No	1



11. If we have been in touch with your business on more than one occasion have you been treated consistently?

● Yes	13
● No	0



12. Were you aware of the Trading Standards service before you had this contact with us?

Yes	10
No	4



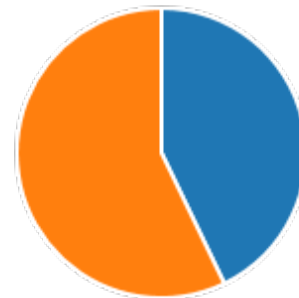
13. Would you know how to contact us for advice in future?

Yes	13
No	1



14. Did you know it is possible to complain about Council services, including Trading Standards, on the Council website?

Yes	6
No	8



15. We welcome suggestions for improvement. If there is any aspect of our visit you were unhappy with or if you feel services could be carried out more effectively or efficiently please add your comments.

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Responses

Latest responses