

**County Durham Registered Trader Scheme - Consumer Feedback Form**

You have recently employed a member of the County Durham Registered Trader Scheme. To ensure we can monitor and continue to improve this service and verify a high standard of work, would you please complete this questionnaire and return it to:

Registered Trader Scheme, DCC Trading Standards Service, County Hall,  
Durham, DH1 5UB in the pre-paid envelope provided with this form.

Any personal information and comments that you provide will only be used for monitoring purposes and will not be shared with anyone else, without your consent.

Your Name:	
Your Address:	
Name of Trader:	
Address of Trader:	
Date you used this trader:	
Was the trader easy to contact at all times? Comments:	YES / NO
Were you charged the agreed price? Comments:	YES / NO
Was the work carried out to your satisfaction? Comments:	YES / NO

Was the trader punctual and reliable at all times? Comments:	YES / NO
Was the trader polite and helpful at all times? Comments:	YES / NO
Was the work carried out and completed on time? Comments:	YES / NO
Was your property treated with care during the work? Comments:	YES / NO
Was your property left clean and tidy on completion? Comments:	YES / NO
If any problems occurred, were they rectified within a reasonable time? Comments:	YES / NO
Would you recommend the trader to others? Comments:	YES / NO
Would you use the trader again? Comments:	YES / NO

Did you have any concerns or complaints regarding the work? Comments:	YES / NO
Did the trader provide invoices/receipts detailing the work done? Comments:	YES / NO
Did the trader's paperwork include their name, address and contact details? Comments:	YES / NO
Overall, how would you rate the trader?	VERY POOR    POOR    GOOD    EXCELLENT
Would you use the Registered Trader Scheme again? Comments:	YES / NO
How did you hear about the registered trader scheme?	
What are your thoughts on the Registered Trader Scheme?	
Do you have any suggestions on any aspect of the scheme to improve it?	
Signed:	
Date:	