



## Norfolk Trusted Trader Feedback Form

The easiest way to leave your feedback is to visit www.trustedtrader.team and select leave a review. Alternatively, complete this form and return it using the envelope if provided, or post it to: Trusted Directory Services, Minerva Mill, Station Road, Alcester, B49 5ET.

This form is for use by customers and must only be used to provide feedback for members of the Norfolk Trusted Trader scheme. We aim to have reviews moderated within 48 hours of receipt.

Please ensure you complete all the sections on this page. We may call you to verify your comments. If you need help with this form, please call us on 0333 444 2196\*.

If you have a complaint against a Trader then **DO NOT** complete this form. Please telephone us on **0333 444 2196\*** or e-mail **complaints@trustedtrader.team** with your details. Your complaint will be fully investigated.

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b) Customer service or reliability:  1 2 3 4 5  c) Quality of service or product:  1 2 3 4 5  d) Likelihood to use again or recommend this member:  1 2 3 4 5  e) Likelihood to use again or recommend the Norfolk Trusted Trader scheme:  1 2 3 4 5  7) Comments - Please give a short statement regarding your experience of using this trader. Feel free to attach a separate piece of paper with any additional comments.	a) Value for money:	1	2	3	4	5
d) Likelihood to use again or recommend this member:  1 2 3 4 5  e) Likelihood to use again or recommend the Norfolk Trusted Trader scheme:  1 2 3 4 5  7) Comments - Please give a short statement regarding your experience of using this trader.	b) Customer service or reliability:	1	2	3	4	5
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## Thank you for supporting Norfolk Trusted Trader.

Please post the form using the supplied envelope if provided, or post it to:

Trusted Directory Services, Minerva Mill, Station Road, Alcester, B49 5ET.

\*0333 calls cost the same as calls to geographic numbers (01 or 02) and form part of any inclusive minutes.

Review Form Version NTT01

Norfolk Trusted Trader is managed by Norfolk Trading Standards on behalf of Norfolk County Council. The scheme is delivered in partnership with Trusted Directory Services Ltd who are responsible for scheme administration, customer service, dispute resolution process and website development.

Trusted Directory Services Ltd Reg. address: Minerva Mill, Station Road, Alcester, Warwickshire, B49 5ET. Reg. in England and Wales | No: 9173565

<sup>\*\*</sup>All information provided will be handled in line with the Data Protection Act. Registration number: ZA081479.