



Suffolk Trusted Trader Feedback Form

Please provide feedback via 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 Suffolk 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 2198*.

If you have a complaint against a Trader then **DO NOT** complete this form. Please telephone us on **0333 444 2198*** or e-mail **complaints@trustedtrader.team** with your details. Your complaint will be fully investigated.

*PLEASE FOLD HERE PLEASE USE BLOCK CAPITALS THROUGHOUT THIS FORM 1) **Member business name** (as it is displayed on Trusted Trader – must be completed). 2) Member telephone number or membership number (must be completed). **3) Your name** (including title - must be completed). Please tick this box if you do not want your name to be shown with your review. *PLEASE FOLD HERE 4) Your contact telephone number (**this is required but will not be displayed or shared). 5) Please tick the value of the products/services you bought from our member which this review is about. (tick only one box) £1-£1000 £1001 - £5000 £25,000+ £5001 - £25,000

Please complete the second page of this form (or reverse)





6) Ratings - Rate out of 5 for each question. 1 being the lowest, 5 being the highest.					
a) Value for money:	1	2	3	4	5
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 Suffolk Trusted Trader scheme:	1	2	3	4	5 *PLEASE FOLD HERE
7) Comments - Please give a short statement regarding Feel free to attach a separate piece of paper with any additional statement regarding and the statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with any additional statement regarding free to attach a separate piece of paper with a separate piece p				using th	is trader.
					*PLEASE FOLD HERE

Thank you for supporting Suffolk 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 STT01

Suffolk Trusted Trader is managed by Suffolk Trading Standards on behalf of Suffolk 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

^{**}All information provided will be handled in line with the Data Protection Act. Registration number: ZA081479.