East Lothian Trusted Trader

East Lothian Council

Trader Feedback Form

The easiest way to leave your feedback is to visit www.trustedtrader.scot 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.

- Reviews are moderated and, if approved, are added to the system within 48 hours of receipt.
- This form is for use by customers and must only be used to provide feedback for traders that are members of the East Lothian Trusted Trader scheme.
- 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 Trusted 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) Trader business name (as it is displayed on Trusted Trader – must be completed).

2) Trader 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	£5001 - £25,000	£25,000+
☐	☐	☐	☐

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

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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 Trusted Trader scheme:	**1**	**2**	**3**	**4**	**5**

*PLEASE FOLD HERE

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.

*PLEASE FOLD HERE

Thank you for completing this form and supporting East Lothian 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.
**All information provided will be handled in line with the Data Protection Act. Registration number: ZA081479.

Review Form Version ELTT3

East Lothian Trusted Trader is operated under licence from East Lothian Council
Trusted Directory Services Ltd is responsible for scheme management.
Reg. address: Minerva Mill, Alcester, Warwickshire, B49 5ET.
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