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## **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 a Freepost envelope if provided, or hand it into any City of Edinburgh Council Library or local neighbourhood office.

• 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 Edinburgh 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 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	<ul> <li><b>3) Your name</b> (including title - must be completed).</li> <li>Please tick this box if you do not want your name to be shown with your review.</li> </ul>																						
4	A) 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- £	E10	00			£	:10	01 -	£50	00	£5	500	1 - £	25,	000		1	£25,	000	)+	
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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 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.

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Thank you for supporting the Edinburgh Trusted Trader scheme.

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 ETT13

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