



## Trader Feedback Form

The easiest way to leave your feedback is to visit [www.trustedtrader.scot](http://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 visit your local library or call us on 0333 444 0195\*.

If you have a complaint against a Trusted Trader then **DO NOT** complete this form. Please telephone us on **0333 444 0195\*** or e-mail **complaints@trustedtrader.scot** 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 or enter the actual amount).

£1- £1000

£1001 - £5000

£5001 - £25,000

£25,000+

Or enter the actual amount.

£

**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.

\*PLEASE FOLD HERE

**Thank you for completing this form and supporting the Edinburgh Trusted Trader scheme.**

Please post the form using the supplied Freepost envelope if provided, or hand it into your local library or neighbourhood office.

\*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 11

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