





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 Scottish Borders 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 £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 Trusted Trader scheme:	1	2	3	4	5 *PLEASE FOLD HERE
7) Comments - Please give a short statement regard Feel free to attach a separate piece of paper with any additional separate piece of paper with a separate piece piec				f using t	his trader.
					*PLEASE FOLD HERE

Thank you for supporting Scottish Borders Trusted Trader.

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*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 SBTT2

Scottish Borders Trusted Trader is operated under licence from Scottish Borders Council Trusted Directory Services Ltd is responsible for scheme management.

Reg. address: Minerva Mill, Alcester, Warwickshire, B49 5ET.

Reg. in England and Wales | No:9173565.