Scottish Borders Trusted Trader

Scottish Borders Council

Supported by Police Scotland Keeping people safe Poileas Alba

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 1283*.

If you have a complaint against a Trusted Trader then **DO NOT** complete this form. Please telephone us on **0333 444 1283*** 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)

£1- £1000	£1001 - £5000	£5001 - £25,000	£25,000+
☐	☐	☐	☐

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

Scottish Borders Trusted Trader

Scottish Borders Council

Supported by POLICE SCOTLAND Keeping people safe POILEAS ALBA

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 supporting Scottish Borders 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 SBTT1

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.