



**Survey monkey**  
**Results of the satisfaction survey 2019**  
**of the European Consumer Centre Luxembourg**

**Key findings**

- **94.73% of the consumers were satisfied with the assistance of ECC Luxembourg (51.70% extremely satisfied, 36.22% very satisfied, 6.81% slightly satisfied)**
- **73.99% consider the rapidity of the response from ECC Luxembourg as “very fast”**
- **96.17% of the consumers, to which ECC Luxembourg’s homepage was known, find it easy to use**
- **Most of the consumers (38.39%) who contacted the ECC Luxembourg are in the age group of 50 to 65 years old and are men (61.61%)**

**1. Introduction**

In 2019 as in the years before, the European Consumer Centre Luxembourg (ECC) has carried out a survey in order to evaluate the satisfaction of consumer with ECC Luxembourg.

The survey was realized in German, English and French (Annex 2, 3 and 4). The survey can be found on the website of ECC Luxembourg ([www.cecluxembourg.lu](http://www.cecluxembourg.lu)) and a link to the survey was also sent via email to consumers who contacted ECC Luxembourg.

In Annex 1, the replies of the consumers are evaluated, assessed in numbers and calculated in the respective percentage.

The survey is composed of 10 questions. The first question should clarify how consumers learned about ECC Luxembourg. The second question concerned the level of consumer awareness of the existence of the ECC-Net in general. Furthermore, consumers are asked if the advice or assistance received helped them to understand their rights or to solve a dispute with a trader. In addition to this, a question about the rapidity of the response from the ECC was asked. Consumers were also asked if they were satisfied with the services provided by the ECC. Moreover, consumers are asked whether they find the website of ECC Luxembourg easy to use. Three questions concerned the country of residence, gender and age of the respondents. In the last question, consumers were given the opportunity to give suggestions on how ECC Luxembourg could offer an even better service.

A total of 875 consumers, who had contacted the ECC, were asked by email to fill out the survey. 323 consumers (36.91%) participated in the survey. In 2018, 782 surveys were sent where 272 respondents participated (34.78%).

Compared to the survey of 2018 this represents a slight increase in participation of approximately 2%.

## **2. Results of the survey**

The questions and answers of the satisfaction survey 2019 are presented in the following.

### **a) How did consumers find out about ECC Luxembourg?**

The first question should clarify on how consumer learned about ECC Luxembourg. 19 (5.88%) were directed by a national or a local authority, 122 (37.77%) were directed from a link or contact in a consumer association (e.g. the Luxembourgish consumer association "Union Luxembourgeoise des Consommateurs"(ULC)), 96 (29.72%) found out about ECC Luxembourg through internet, 3 (0.93%) after an advertisement, 19 (5.88%) after media appearance, 40 (12.38%) through recommendations and 24 (7.43%) in any other way. No respondent skipped the first question.

### **b) Level of consumer awareness of the ECC-Net**

The second question relates to the level of consumer awareness of the ECC-Net. It has to be note that 2 respondents did not answer to the second question.

97 respondents (30.03%) confirmed their previous knowledge of the ECC-Net.

**The level of consumer's awareness of the network of European Consumer Centres is almost unchanged compared to 2018 (29.77%).**

### **b) Level of assistance to understand rights or to solve a dispute with a trader.**

This question was asked to find out if the advice or assistance provided by the ECC Luxembourg helped the respondents to understand their rights or to solve a dispute with a trader.

255 consumers (78.95%) considered the advice or assistance helpful to understand their rights or solve a dispute with a trader, 25 (7.74%) considered the advice or assistance did not help them.

According to 42 (13%) respondents the case is still ongoing.

2 respondents skipped this question.

**Thus it can be said that the advice or assistance provided by the ECC Luxembourg helped the respondents in a vast majority of cases (78.95%).**

### **c) Rapidity of the response received from the ECC Luxembourg**

For this question consumers should evaluate the rapidity of the response received from the ECC Luxembourg.

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239 (73.99%) estimated that the rapidity of the response was very fast, 69 (21.36%) estimated it was average and 7 (2.17%) estimated it was very slow. 4 respondents did not answer to the question.

**Thus the majority of consumer considered the delay to answer, as very fast.**

#### **d) Overall satisfaction with the services provided by the ECC Luxembourg**

The question whether consumers were satisfied with the services provided by ECC Luxembourg was answered as follows:

167 respondents (51.70%) were extremely satisfied, 117 (36.22%) were very satisfied, 22 (6.81%) were slightly satisfied and 12 (3.71%) were not at all satisfied. 2 respondents skipped the question.

**It can be noted that the percentage of consumers who are extremely satisfied, very satisfied or slightly satisfied with ECC Luxembourg respectively the ECC-Net achieved an overall satisfaction level of 94.73%.**

#### **e) Website navigation**

This question was asked in order to find out if the respondents find the website of ECC Luxembourg ([www.cecluxembourg.lu](http://www.cecluxembourg.lu)) easy to use.

It has to be pointed out that 136 (42.11%) of the participants did not use the website of ECC Luxembourg and could therefore not give their opinion. 4 respondents skipped this question.

Consequently the replies of 183 consumers were taken into consideration for this question.

**176 (96.17%) consumers stated that the website [www.cecluxembourg.lu](http://www.cecluxembourg.lu) is easy to use.**

#### **f) Place of residence**

As an additional information, consumers should indicate their country of residence. 318 respondents answered to this question about their country of residence.

279 (86.38%) came from Luxembourg, 8 from Belgium (2.78%), 9 (2.79%) from France and 12 (3.712%) from Germany. 10 (3.10%) respondents came from another country and 4 skipped this question.

**Thus it can be noted that the vast majority of consumers having contacted ECC Luxembourg, as in 2018, have their residence in Luxembourg.**

#### **g) Gender**

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199 (61.61%) of the respondents were male, 123 (38.08%) female.

#### **h) Age**

The question in relation to the age of the respondents was divided in 6 categories (under 18, 18-24, 25-34, 35-49, 50-65 and 65+).

At the moment of the survey, 1 respondent were under 18 (0.31%), 7 (2.17%) were between 18-24, 53 (16.41%) were between 25-34, 93 (28.79%) were between 35-49, 124 (38.39%) between 50-65 and 41 (12.69%) said to be over 65 years of age.

**As in 2018 the main group of respondent is between 50 and 65 years in 2018.**

#### **i) Recommendations**

The last question was asked in order to find out what could be done in ECC Luxembourg to improve our services for the consumers.

The majority of the respondents who gave a recommendation, emphasized the good work of the ECC Luxembourg without giving specific suggestions for modification or amelioration and wished that the ECC would continue in the same way. Some consumers would welcome if the ECC or the ECC-Net would offer assistance in court proceedings. Furthermore, some respondents wished that consumers would be more aware of ECC Luxembourg and the ECC-Net in order that even more consumers could profit from the services of the ECC.

**As a conclusion to this question it can be said that the consumers were mainly very satisfied with the Centre and wished for a greater visibility of the ECC Luxembourg as well as the ECC-Net.**

### **3. Conclusion**

Again in 2019 the most important finding of this survey lies in the fact that the majority of consumers are very satisfied with the services provided by ECC Luxembourg and the ECC-Net, with the processing time of their requests and with the website of the ECC Luxembourg.

However it would be desirable - as stated already by some consumers in 2018 - that consumers would become more aware of ECC Luxembourg in order to profit from the services of the Centre.

In 2020, the European Consumer Centre Luxembourg will again carry out a satisfaction survey in order to observe the developments in relation to the results of the survey of 2019 and in order to be able to react accordingly to the needs, wishes and suggestions of the consumers.

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#### 4. Key Points

- **94.73% of the consumers were satisfied with the assistance of ECC Luxembourg (51.70% extremely satisfied, 36.22% very satisfied, 6.81% slightly satisfied)**
- **73.99% consider the rapidity of the response from ECC Luxembourg as “very fast”**
- **96.17% of the consumers, to which ECC Luxembourg’s homepage was known, find it easy to use**
- **Most of the consumers (38.39%) who contacted the ECC Luxembourg are in the age group of 50 to 65 years old and are men (61.61%)**

Luxembourg, the 31<sup>st</sup> December 2019

Jean-Loup Stradella



Annexes:

1. Survey in German
2. Survey in English
3. Survey in French
4. Suggestions



Europäisches  
Verbraucherzentrum  
Luxemburg

## Zufriedenheitsumfrage

### 1. Wie sind Sie auf das Europäische Verbraucherzentrum (EVZ) Luxemburg aufmerksam geworden?

- Durch eine nationale oder lokale Behörde
- Durch eine Verbraucherschutzorganisation (z. B. Luxemburgischer Konsumentenschutz (ULC))
- Durch Internet-Recherche
- Durch Werbung
- Medien
- Durch Empfehlung
- Sonstiges (bitte angeben):

### 2. War Ihnen das Netzwerk der Europäischen Verbraucherzentren (European Consumer Centres Network - ECC-Net) bereits vorher bekannt?

- ja
- nein

### 3. Hat Ihnen die Beratung oder Unterstützung, die Sie erhalten haben, dabei geholfen, Ihre Rechte gegenüber dem Händler besser zu verstehen oder Ihre Streitigkeiten mit dem Händler beizulegen?

- Ja

- Nein
- Mein Fall ist noch nicht abgeschlossen

#### 4. Wie würden Sie die Schnelligkeit der Antwort vom EVZ bewerten?

- Sehr schnell
- Durchschnittlich
- Sehr langsam
- Nicht zutreffend

#### 5. Wie zufrieden sind Sie insgesamt mit den Dienstleistungen des Europäischen Verbraucherzentrums?

- Äußerst zufrieden
- Sehr zufrieden
- Einigermaßen zufrieden
- Überhaupt nicht zufrieden

Sollten Sie einigermaßen oder überhaupt nicht zufrieden sein, geben Sie bitte den Grund dafür an:

#### 6. Finden Sie die Website des Europäischen Verbraucherzentrums ([www.cecluxembourg.lu](http://www.cecluxembourg.lu)) benutzerfreundlich?

- Ja
- Nein
- Ich habe die Website nicht genutzt

#### 7. In welchem Land wohnen Sie?

#### 8. Ihr Geschlecht:

- Männlich
- Weiblich

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## 9. Ihre Altersgruppe:

- Unter 18
- 18 - 24
- 25 - 34
- 35 - 49
- 50 - 65
- 65+

## 10. Haben Sie Verbesserungsvorschläge für uns?





European  
Consumer Centre  
Luxembourg

## Satisfaction Survey

### 1. How did you find out about the European Consumer Centre?

- Directed by a national or local authority
- Directed from a link or contact in a consumer association (e.g. Union Luxembourgeoise des Consommateurs (ULC))
- Internet search
- Advertisement
- Media
- Recommendation from a previous user
- Other, please specify

### 2. Did you already know the network of European Consumer Centres (ECC-Net)?

- yes
- no

### 3. Did the advice or assistance you received help you to understand your rights in relation to the trader, or to solve your dispute with the trader?

- Yes
- No
- My case is still ongoing

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4. How would you rate the rapidity of the response you received from the European Consumer Centre?

- Very fast
- Average
- Very slow
- Not applicable

5. Overall how satisfied are you with the services provided by the European Consumer Centre?

- Extremely satisfied
- Very satisfied
- Slightly satisfied
- Not at all satisfied

If slightly or not satisfied, please specify the reason:

6. Did you find the website from the European Consumer Centre Luxembourg ([www.cecluxembourg.lu](http://www.cecluxembourg.lu)) easy to use?

- Yes
- No
- Did not use the web-site

7. What is your country of residence?

8. What is your gender ?

- Male
- Female

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## 9. What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 49
- 50 - 65
- 65+

## 10. Do you have any suggestions to further improve our services for the consumers?



Centre Européen  
des Consommateurs  
Luxembourg

## Questionnaire de satisfaction

### 1. Comment avez-vous entendu parler du Centre Européen des Consommateurs (CEC) Luxembourg?

- Par une autorité nationale ou locale
- Par une association de consommateurs (p. ex. Union Luxembourgeoise des Consommateurs (ULC))
- Par une recherche sur l'internet
- Par une publicité
- Média
- Sur recommandation
- Autre, veuillez préciser

### 2. Connaissiez-vous le réseau des Centres Européens des Consommateurs (European Consumer Centres-Network - ECC-Net)?

- oui
- non

### 3. Vous aviez une question sur vos droits : Les conseils du Centre Européen des Consommateurs vous ont-ils aidé ? Ou vous aviez un litige avec un professionnel : l'assistance du Centre Européen des Consommateurs vous a-t-elle aidé ?

- Oui
- Non
- Mon affaire est toujours en cours

#### 4. Comment jugez-vous la rapidité de la réponse qui vous a été adressée par le Centre Européen des Consommateurs ?

- Très rapide
- Moyenne
- Très lente
- Sans objet

#### 5. Êtes-vous satisfait des services fournis par le Centre Européen des Consommateurs ?

- Extrêmement satisfait
- Très satisfait
- Peu satisfait
- Pas du tout satisfait

Si vous n'êtes pas entièrement satisfait, veuillez indiquer la raison:

#### 6. Le site internet du Centre Européen des Consommateurs ([www.cecluxembourg.lu](http://www.cecluxembourg.lu)) est-il simple à utiliser ?

- Oui
- Non
- Je n'ai pas utilisé le site web

#### 7. Quel est votre pays de résidence?

#### 8. Êtes-vous un homme ou une femme?

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Homme

Femme

## 9. Quel est votre âge?

Moins de 18 ans

Entre 18 et 24 ans

Entre 25 et 34 ans

Entre 35 et 49 ans

Entre 50 et 65 ans

Plus de 65 ans

## 10. Auriez-vous des suggestions pour améliorer la qualité des services du CEC Luxembourg?

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### Haben Sie Verbesserungsvorschläge für uns?

- Top Arbeit die bei Ihnen geleistet wird. Danke un liebe Grüsse.
- Nein, ihr seid top! Danke für all die Hilfe!!!!
- Manche Kunden haben nicht die notwendige Kenntnis um Ihr Anliegen, nach Beratung, weiter zu führen (korrekte Wortwahl beim Briefschreiben, etc...) . Da könnte man handanlegen um zu helfen.
- Ich hätte mir eine Antwort per Email gewünscht, wurde jedoch angerufen und habe nicht alles am Handy verstanden.
- Noch nicht!
- Bessere Aufklärung zu meinen Verbraucherrechten
- BIN ZUFRIEDEN MIT DEM VERLAUF IHRER DIENSTE. ICH MUSS SIE ABER AM MONTAG NOCH EINMAL TELEFONISCH ERREICHEN UM WEITERE AUSKUNFTE DA SIE AM FREITAG NACHMITTAG NICHT ZU ERREICHEN SIND
- Nein, alles bestens
- Weiter so.
- Alles Bestens! Vielen herzlichen Dank für die Hilfestellung.
- Super Leistung die Sie den Bürgern anbieten. Danke
- Nicht für Sie.... aber die EU --» Gesetze für den Bürger. Betrüger sollten Bestraft werden und nicht unterstützt werden
- Nein :-)
- Mailkennung verändern so dass diese nicht im Spamordner landen.
- Weitere Vorsichtsregeln publizieren.
- nein, alles war zu unserer Zufriedenheit
- Können Sie allen Verbrauchern bekanntgeben, dass man Nach Garantiereparaturen von MAJORICA Schmuck, denselben PERSÖNLICH in Palma ABHOLEN MUSS. Vielen Dank im Voraus.
- Unbedingt Infomaterial anbieten für den vorsichtigen Umgang mit oder die vorsichtige Nutzung von Datingportalen
- herzlichen dank fuer ihre hilfe. jean herr
- Nein; alles perfekt und sehr professionell !
- nur komplimente :) weiter so! mbg Monique Mergen
- Ich bin sehr gut beraten worden und habe daher keine Verbesserungsvorschläge. Vielen Dank.
- Vielleicht manchmal etwas schneller auf E-Mails antworten, sonst war alles super.
- Nein alles perfekt gelaufen
- Auf mails mal Antworten und eventuell die nötigen Schritte einleiten
- Mit der zustelligen Person selber am Telefon sprechen zu können.

**Do you have any suggestions to further improve our services for the consumers?**

- My only comment is that I supplied all my emails in my first email to you, including my timely cancellation to Be2. If my emails had been read thoroughly, this situation would have been solved at once. But I appreciate very much all you did for me. Thank you!
- I suggest to have a faster response time. Then a way to have an account in the site to track thr ticket status. Then get some weekly status update. I waited for 2 months with no knowledge of what is happening.
- East to follow
- N/A
- To receive an acknowledgment of receipt email with the instructions that if I have not heard from the person I contacted within 3 days I should send the email to the "info" e-mail address. Otherwise, once receiving the answer it was very friendly although it did no solve my issue.
- It was fast, efficient, & helped me to save money (without having to buy a memebership, which others required in advance). I think this is both outstanding & uncommon.
- Provide better service, make the vendor understand that consumers are to be treated fairly, actually DO your job you are getting paid for.
- website in English would be nice: a big thank you to Ms Jasson and Mr Arnasalon for their very valuable assistance which is much appreciated
- Having more enforcement power would even help more the customers
- Cedric is very good !
- Still not quite sure why you exist.

#### **Auriez-vous des suggestions pour améliorer la qualité des services du CEC Luxembourg?**

- Pouvoir recevoir une reponse ou au moins une indication plus rapidement
- Non ,la qualité de votre service est superbe
- Ne changez rien, réactivité, simplicité et efficacité il y a strictement rien à dire le service est impeccable!!
- Rien a dire. Pour nostre cas 413/19/JLS monsieur Jean-Loup Stradella a été excellent.
- Obtenir des réponses un peu plus rapidement.
- on peut toujours amélioré mais la vu le niveau de qualité je ne vois pas ce qu'on pourrait faire de mieux
- Excellent service et conseils de la part de la juriste Mme Julie Masson
- Mieux informer le public de son existence
- traitement plus rapide des dossiers
- Non, parce que mon affaire s'est réglée sans le support de discussion sur le site, et sans commentaire du commerçant suite à la lettre recommandée mise en demeure envoyée...
- Non, continuez ainsi, j'étais très satisfaite
- Revoir un peu le site sinon parfait.
- J'ai bien apprécié que la personne de l'autre côté du téléphone a été prêt à l'écoute du problème, intéressé et disponible de tout suite à s'engager pour nous aider. Félicitations!



- Nom
- Le CEC Luxembourg mérite d'être au centre ville.
- Non
- Toute c'ete Perfect.
- Il faudrait diffuser plus largement les aides apportées par la CEC
- La qualité du service est très bonne et les personnes qui y travaillent sont très aimable
- Non, car dans mon affaire ça se réglait tout seul et simple
- non
- faire peut-être un peu plus de publicité sur vos services, même par les réseaux sociaux ou autres médias. Merci
- c'est parfait !!!!
- Aucune pour le moment Merci!
- Non
- Mettre en place des campagnes d'informations afin de promouvoir l' existence du cec
- Non. Mme Jasson a été rapide,et efficace. Merci beaucoup 😊
- Faire mieux connaître ces services auprès des consommateurs au Luxembourg.
- Non. Tout s'est déroulé à ma satisfaction.
- non
- Merci pour les réponses pertinentes de Mme Jasson
- Pas de suggestion puisque c'est parfait.
- Non là tout de suite je ne vois pas
- Le suivi est parfait rien à redire Merci à madame la Juriste Julie Jasson
- Non rien à dire
- non
- Aide aussi les consommateurs qui résident au Luxembourg
- Juste MERCI.
- Faire davantage connaître le CEC au Luxembourg par exemple qui me paraît idéal lors d'un litige consécutif à un achat transfrontalier.
- Vous faire mieux connaître par les citoyens. Merci pour votre aide.
- Merci!
- Un peu plus de volonté à faire bouger les choses. D'autant plus que mon problème était lié à RyanAir dont la réputation, concernant le traitement de sa clientèle, n'est plus à faire!
- Avoir de meilleures sources d'information pour soutenir le consommateur.
- Je ne suis pas certain de nécessité de CEC Luxembourg. Cet organisme coûte sûrement cher, mais le résultat final est tout à fait médiocre.
- Avoir d'autres moyens de pression car les courriels et courriers on peu voir aucun effet sur les fournisseurs peu scrupuleux.
- non
- RAS
- Aucune réponse à mon mail, aucun contact ... mais un formulaire de satisfaction. Bizarre.