

## Results of the satisfaction survey 2021 of the European Consumer Centre Luxembourg

### Key findings

- **96,62% of the consumers were satisfied with the assistance of ECC Luxembourg (61,99% extremely satisfied, 31,48% very satisfied and 3,15% slightly satisfied).**
- **80,39% of the consumers considered the advice or assistance helpful to understand their rights or solve a dispute with a trader. 8,72% considered the advice or assistance did not help them.**
- **Most of the consumers (34,14%) who contacted the ECC Luxembourg are in the age group of 50 to 65 years old and are Male (59,60%).**

### Introduction

In 2021, as in the years before, the European Consumer Centre Luxembourg has carried out a survey in order to evaluate the satisfaction of consumers with ECC Luxembourg.

The survey was realized in English, French and German through the EU Survey system. The survey was sent via email to consumers who contacted ECC Luxembourg.

The survey is composed of 5 questions. The first 2 questions concerned the gender and the age of the respondents. The third question should clarify how consumers learned about ECC Luxembourg. Question 4 is about the level of satisfaction with the services provided by the European Consumer Centre. In the last question, consumers were asked if the advice or assistance received help them to understand their rights or to solve a dispute with a trader.

A total of 1291 consumers, who had contacted the ECC, were asked by email to fill out the survey. 413 consumers (32%) participated in the survey.

In 2020, 1436 surveys were sent where 402 respondents participated (28%).

Compared to the result of 2020 this represents an increase in participation of approximately 4%.

## Result of the survey

The questions and answers of the satisfaction survey 2020 are presented in the following.

### 1) What is your gender? (Optional)

	Answers	Ratio
Male	235	56,90 %
Female	165	39,95 %
No answer	13	3,15 %

*As in 2020 the main group of respondents are male and the difference is increasing.*

### 2) What is your age? (Optional)

	Answers	Ratio
Under 18	0	0 %
18-24	12	2,91 %
25-34	49	11,86 %
35-49	140	33,90 %
50-65	141	34,14 %
65+	64	15,50 %
No answer	7	1,45 %

*As in 2020 the main group of respondents are between 50 and 65 years in 2021.*

### 3) How did you find out about the European Consumer Centre?

	Answers	Ratio
Directed by a national or local authority	88	21,31 %
Directed from a link or contact in a consumer association	99	23,97 %
Internet search	107	25,91 %
Advertisement	11	2,66 %
Media	5	1,21 %
Recommendation from a previous user	47	11,38 %
Other	33	7,99 %
No answer	23	5,57 %

*As in 2020, the respondents have mainly found out about the European Consumer Centre Luxembourg via an Internet search (25,91%) in 2021.*

**4) Overall how satisfied are you with the services provided by the European Consumer Centre?**

	<b>Answers</b>	<b>Ratio</b>
Extremely satisfied	256	61,99 %
Very satisfied	130	31,48 %
Slightly satisfied	13	3,15 %
Not at all satisfied	8	1,94 %
No answer	6	1,45 %

*In 2021, the percentage of consumers who are extremely satisfied, very satisfied or slightly satisfied with ECC Luxembourg achieved an overall satisfaction level of 96,62% (61,99% extremely satisfied, 31,48% very satisfied and 3,15% slightly satisfied). Compared to 2020, this represents a very slight decrease of overall satisfaction of 0,72% (97,34% in 2020).*

**5) 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?**

	<b>Answers</b>	<b>Ratio</b>
Yes	332	80,39 %
No	36	8,72 %
My case is still ongoing	27	6,54 %
No answer	18	4,36 %

*The advice or assistance provided by the ECC Luxembourg helped the respondents in a vast majority of cases (80,39%). Compared to 2020, it represents a slight increase of 1,13% (79,26% in 2020).*

Luxembourg, the 31<sup>st</sup> December 2021

Annexes :

- 1 – Enquête de satisfaction auprès des consommateurs sur le CEC
- 2- ECC Luxembourg Consumer Satisfaction Survey
- 3 - ECC Luxembourg Verbraucherumfrage

Enquête de satisfaction auprès des  
consommateurs sur le CEC

1) **Êtes-vous un homme ou une femme?**

	<b>Answers</b>	<b>Ratio</b>
Homme	118	57,56 %
Femme	83	40,49 %
No answer	4	1,95

2) **Quel est votre âge?**

	<b>Answers</b>	<b>Ratio</b>
Moins de 18 ans	0	0 %
entre 18 et 24 ans	6	2,93 %
25 à 34 ans	25	12,20 %
35 à 49 ans	74	36,10 %
50 à 65 ans	67	32,68 %
Plus de 65 ans	32	15,61 %
No answer	1	0,49 %

3) **Comment avez-vous entendu parler du Centre Européen des Consommateurs Luxembourg?**

	<b>Answers</b>	<b>Ratio</b>
Par une autorité nationale ou locale	25	12,20 %
Par une association de consommateurs	70	34,15 %
Par une recherche sur l'internet	59	28,78 %
Par une publicité	5	2,44 %
Sur le conseil d'un précédent utilisateur	21	10,24 %
Autre	18	8,78 %
No Answer	7	3,41 %

4) **Globalement êtes-vous satisfait des services du Centre Européen des Consommateurs Luxembourg?**

	<b>Answers</b>	<b>Ratio</b>
Extrêmement satisfait	112	54,63 %
Très satisfait	80	39,02 %
Peu satisfait	5	2,44 %
Pas du tout satisfait	5	2,44 %
No answer	3	1,46 %

- 5) 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 ?

	<b>Answers</b>	<b>Ratio</b>
Oui	176	85,85 %
Non	13	6,34 %
Mon dossier est toujours en cours.	5	2,44 %
No answer	11	5,37 %

## ECC Luxembourg Consumer

### Satisfaction Survey

1) **What is your gender? (optional)**

	Answers	Ratio
Male	35	55,56 %
Female	28	44,44 %
No answer	0	0 %

2) **What is your age? (optional)**

	Answers	Ratio
Under 18	0	0 %
18-24	2	3,17 %
25-34	11	17,46 %
35-49	38	60,32 %
50-65	9	5,67 %
65+	4	2,52 %
No answer	0	0

3) **How did you find out about the European Consumer Centre?**

	Answers	Ratio
Directed by a national or local authority	10	15,87 %
Directed from a link or contact in a consumer association	4	6,35 %
Internet search	31	49,21 %
Advertisement	1	1,59 %
Media	2	3,17 %
Recommendation from a previous user	9	14,29 %
Other	2	3,17 %
No answer	4	6,35 %

4) **Overall how satisfied are you with the services provided by the European Consumer Centre?**

	Answers	Ratio
Extremely satisfied	35	55,56 %
Very satisfied	22	34,92 %
Slightly satisfied	6	9,52 %
Not at all satisfied	3	4,76 %
No answer	0	0 %

5) 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?

	<b>Answers</b>	<b>Ratio</b>
Yes	52	82,54 %
No	7	11,11 %
My case is still ongoing	6	9,53 %
No answer	0	0

## ECC Luxembourg Verbraucherumfrage

### 1) Welches Geschlecht haben Sie? (optional)

	Answers	Ratio
Männlich	82	57,75 %
Weiblich	54	38,03 %
No answer	6	4,11 %

### 2) Welcher Altersgruppe gehören Sie an? (optional)

	Answers	Ratio
unter 18 Jahre	0	0 %
18 bis 24 Jahre	4	2,82 %
25 bis 34 Jahre	13	9,15 %
35 bis 49 Jahre	28	19,72 %
50 bis 65 Jahre	65	45,77 %
über 65 Jahre	28	19,72 %
No Answer	4	2,82 %

### 3) Wie sind Sie auf des Europäische Verbraucherzentrum Deutschland aufmerksam geworden?

	Answers	Ratio
Weiterleitung durch eine nationale oder regionale Behörde	53	37,32 %
Weiterleitung über einen Link oder Kontaktweitergabe durch einen Verbraucherverband	25	17,61 %
Internetsuche	17	11,97 %
Werbung	5	3,52 %
Soziale Medien	3	2,11 %
Empfehlung eines Verbrauchers	17	11,97 %
Andere	13	9,15 %
No Answer	9	6,34 %

### 4) Wie zufrieden sind Sie insgesamt mit den Leistungen des Europäischen Verbraucherzentrums Luxembourg ?

	Answers	Ratio
Sehr zufrieden	109	76,76 %
Zufrieden	28	19,72 %
Weder zufrieden noch unzufrieden	2	1,41 %
Unzufrieden	0	0 %
No Answer	3	2,11 %



5) Hat der Rat oder die Hilfe, die Sie erhalten haben, dazu beigetragen Ihre Rechte gegenüber dem Händler geltend zu machen oder Ihren Streit mit dem Händler beizulegen?

	<b>Answers</b>	<b>Ratio</b>
Ja	104	73,24 %
Nein	16	11,27 %
Mein Fall wird noch bearbeitet	16	11,27 %
No answer	6	4,23 %