

Door to Store Annual Satisfaction Survey	November 2010
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The Annual Satisfaction Survey took place in October 2010.

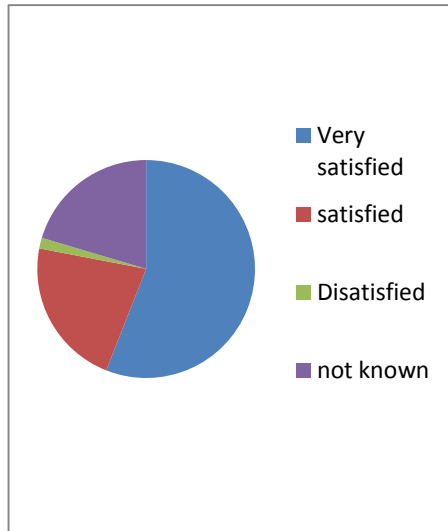
229 surveys were dispatched

143 surveys were returned

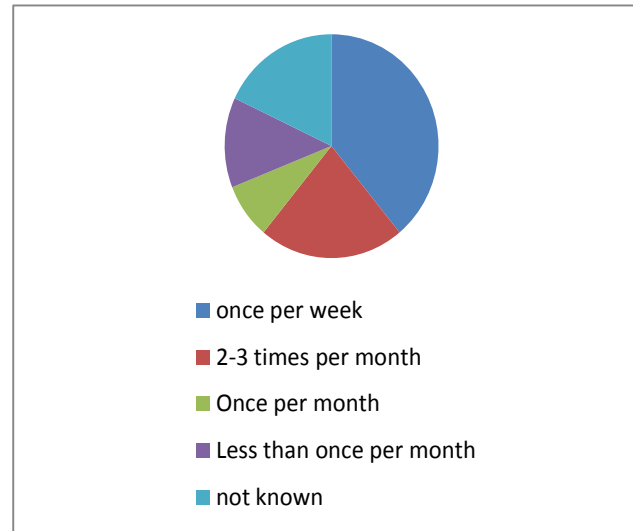
20 respondees removed from database on request.

123 responses analyzed

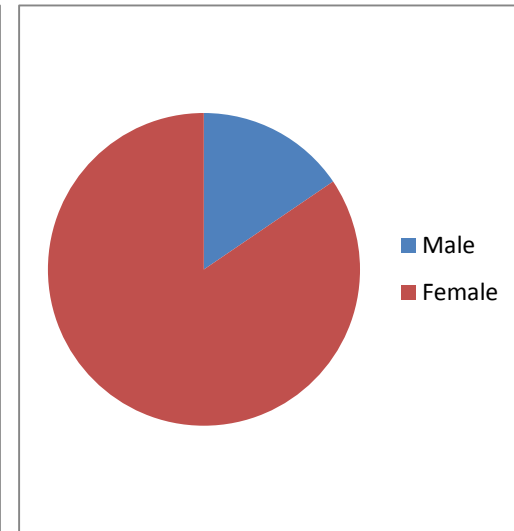
### 1. Overall Satisfaction



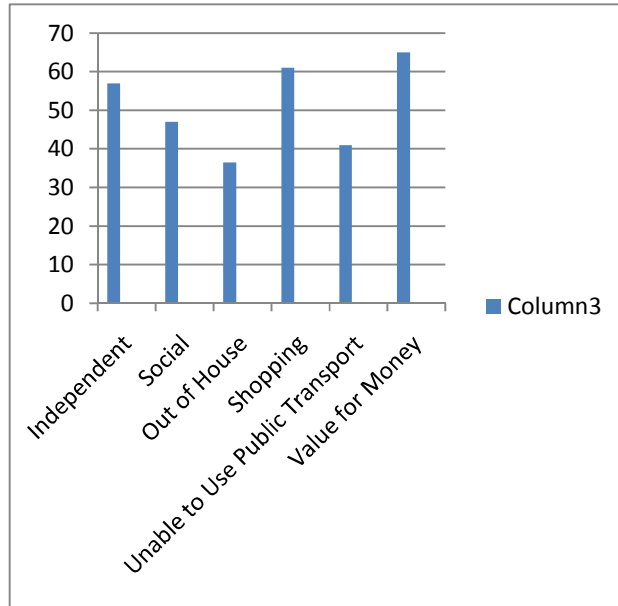
### 2. Service Usage



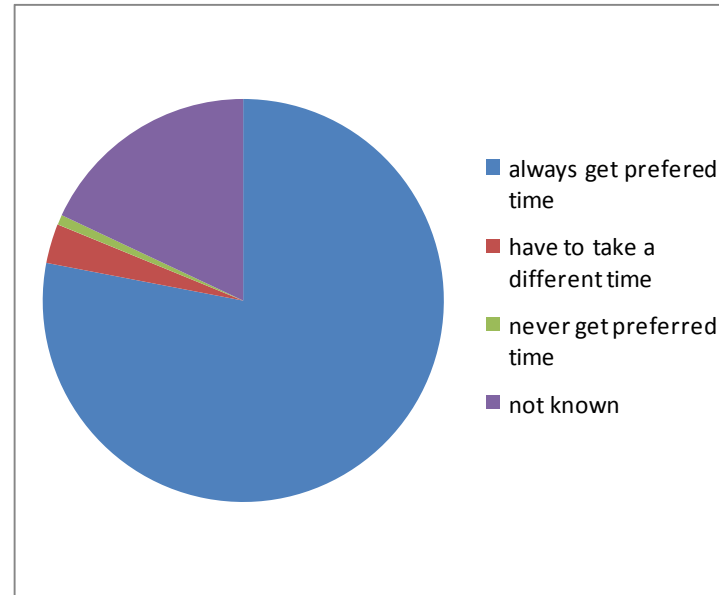
### 3. Gender



#### 4. Why do you use Door 2 Store?



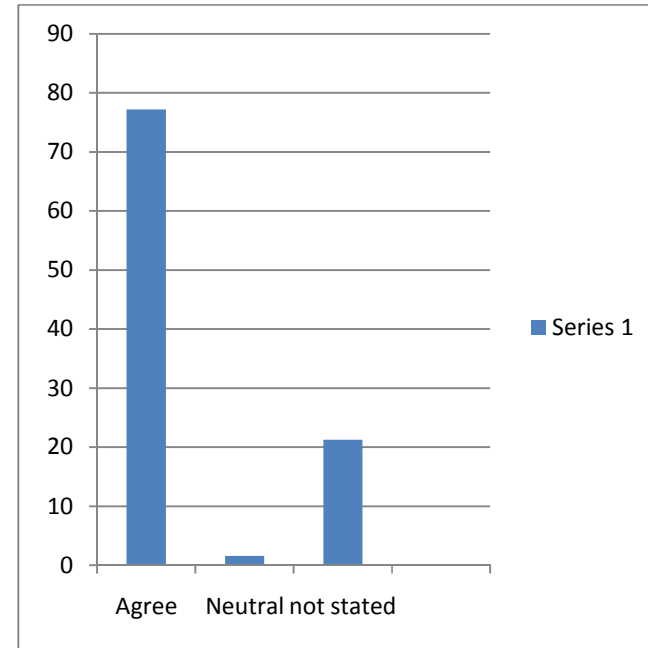
#### 5. Service Availability



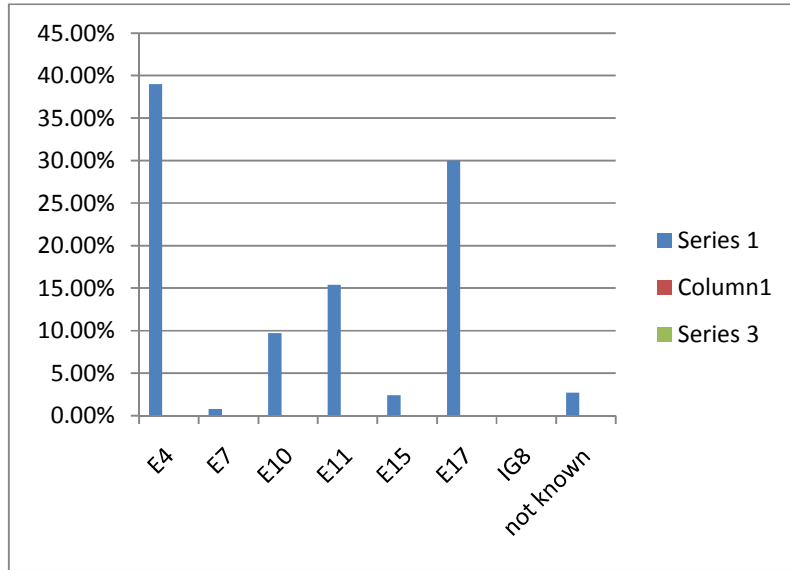
### 5. Service satisfaction



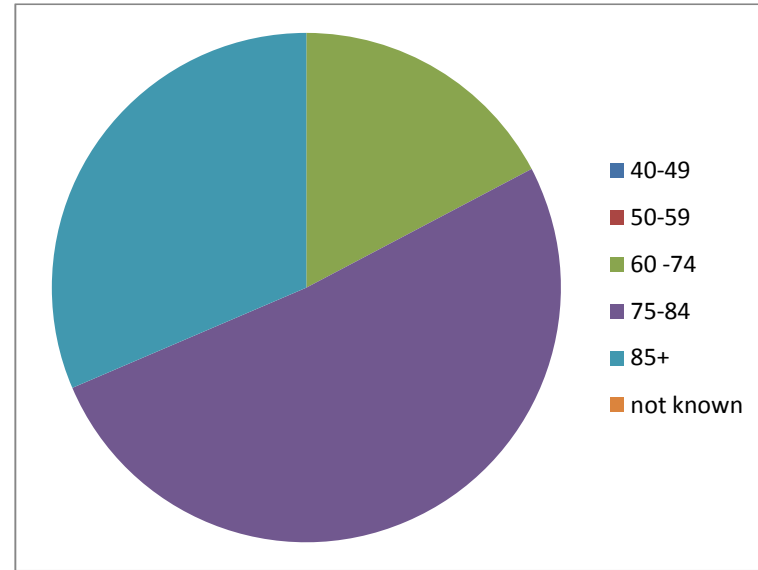
### 6. Booking System Easy



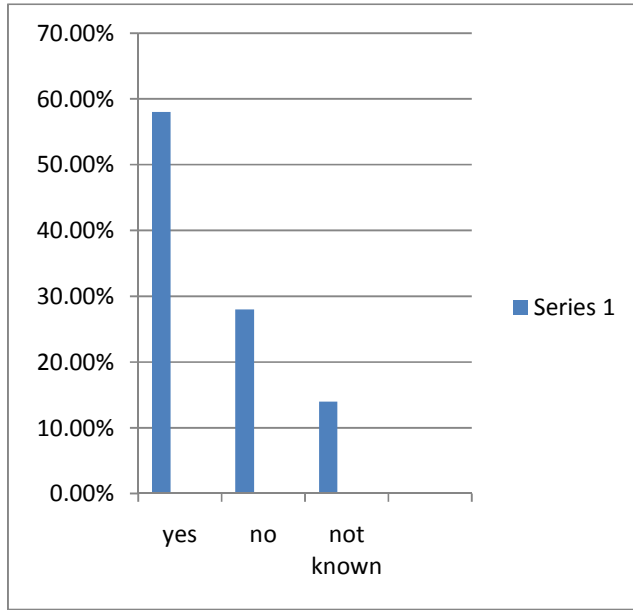
10. Post codes



11. Age group



12. Disability



13. Ethnicity

