

	Page	Table	Title	Base Description	Base
	1	1	Q.8 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Summary	Base: All adults UK	1100
●	2	2	Q.8_01 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Made a purchase of a physical good online via a website or app	Base: All adults UK	1100
●	6	3	Q.8_02 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Bought something online and used next day delivery	Base: All adults UK	1100
●	10	4	Q.8_03 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Bought something online and used same day delivery (anytime on the same day)	Base: All adults UK	1100
●	14	5	Q.8_04 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Bought something online and had it delivered within 2 hours or less	Base: All adults UK	1100
●	18	6	Q.8_05 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Had a parcel \ package or online purchase delivered to a parcel locker e.g. Amazon, InPost	Base: All adults UK	1100
●	22	7	Q.8_06 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Used a 'click and collect service'. This is when you order and pay for a product online but collect it from a physical store	Base: All adults UK	1100
●	26	8	Q.8_07 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done? Please tell me the answer that best describes your experience. So have you ever - Used a website\app to track the delivery of a parcel \ online shopping delivery	Base: All adults UK	1100

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

**Q.8 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever - Summary**

Base: All adults UK

	Made a purchase of a physical good online via a website or app	Bought something online and used next day delivery	Bought something online and used same day delivery (anytime on the same day)	Bought something online and had it delivered within 2 hours or less	Had a parcel \ package or online purchase delivered to a parcel locker e.g. Amazon, InPost	Used a 'click and collect service'. This is when you order and pay for a product online but collect it from a physical store	Used a website/app to track the delivery of a parcel \ online shopping delivery
Unweighted Base	1100	1100	1100	1100	1100	1100	1100
Weighted Base	1100	1100	1100	1100	1100	1100	1100
Have done/used this in the past 3 months	659 60%	502 46%	221 20%	73 7%	155 14%	360 33%	558 51%
Have done/used this at some time in the past, but not in the past 3 months	99 9%	138 13%	83 8%	33 3%	59 5%	158 14%	136 12%
Have never done this but I am aware of this	189 17%	302 27%	523 48%	509 46%	492 45%	389 35%	245 22%
Have never done this - and I wasn't aware that this was possible	138 13%	142 13%	256 23%	469 43%	377 34%	176 16%	145 13%
SUMMARY CODES							
HAVE DONE	758 69%	640 58%	303 28%	106 10%	213 19%	518 47%	694 63%
HAVE NEVER DONE	327 30%	443 40%	779 71%	978 89%	870 79%	565 51%	391 36%
Don't know	15 1%	17 2%	18 2%	16 1%	17 2%	17 2%	15 1%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_01 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Made a purchase of a physical good online via a website or app
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	659 60%	330 62%	329 58%	103 65%hik	148 78%cgghik	134 68%hik	134 72%ghik	90 58%hi	35 31%i	15 15%	250 72%ghik	409 54%hi	170 78%no	231 70%no	131 57%o	127 40%
Have done/used this at some time in the past, but not in the past 3 months	99 9%	51 10%	48 9%	22 14%i	12 6%	19 10%	18 10%	10 6%	13 12%i	5 5%	34 10%	65 9%	18 8%	28 9%	28 12%	24 8%
Have never done this but I am aware of this	189 17%	91 17%	98 17%	19 12%	15 8%	24 12%	21 11%	39 25%cdefj	33 30%cdefj	38 37%cdefg	34 10%	155 21%cdefj	21 10%	36 11%	37 16%	95 30%lmn
Have never done this - and I wasn't aware that this was possible	138 13%	58 11%	80 14%	14 9%	15 8%	18 9%	11 6%	17 11%	25 22%cdefg	39 38%cdefgh	29 8%	109 15%dfj	8 3%	32 10%l	32 14%l	67 21%lmn
SUMMARY CODES																
HAVE DONE	758 69%	381 71%	377 67%	124 78%ghik	160 84%ghik	153 78%ghik	152 82%ghik	100 64%hi	48 43%i	21 20%	284 82%ghik	474 63%hi	188 86%mno	259 78%no	160 69%o	151 47%
HAVE NEVER DONE	327 30%	149 28%	178 32%	33 21%	29 15%	42 21%	32 17%	55 36%cdefj	59 52%cdefg	77 75%cdefg	62 18%	264 35%cdefj	29 13%	68 21%l	69 30%lm	162 51%lmn
Don't know	15 1%	6 1%	9 2%	1 1%	1 1%	1 1%	1 1%	- -	6 5%cdefgj	5 5%cdefgj	2 1%	13 2%	1 1%	4 1%	3 1%	7 2%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_01 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Made a purchase of a physical good online via a website or app
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done/used this in the past 3 months	659 60%	415 65% ^c	179 61% ^c	64 38%	445 75% ^e	213 42%	220 68% ^g	439 57%	507 60%	151 61%	567 61% ^m	53 57%	28 51%	11 42%
Have done/used this at some time in the past, but not in the past 3 months	99 9%	57 9%	32 11%	9 6%	48 8%	51 10%	26 8%	74 9%	84 10%	15 6%	86 9%	6 7%	4 7%	3 11%
Have never done this but I am aware of this	189 17%	93 15%	48 16%	47 28% ^{ab}	61 10%	128 25% ^d	44 13%	145 19%	149 17%	40 16%	151 16%	24 26% ^{jl}	4 7%	10 39% ^{jl}
Have never done this - and I wasn't aware that this was possible	138 13%	63 10%	33 11%	42 24% ^{ab}	37 6%	101 20% ^d	34 10%	104 13%	104 12%	34 14%	110 12%	9 10%	17 31% ^{jk}	2 8%
SUMMARY CODES														
HAVE DONE	758 69%	472 75% ^c	212 72% ^c	74 43%	493 83% ^e	264 52%	245 76% ^g	512 66%	591 69%	167 67%	653 70% ^m	60 64%	32 58%	13 53%
HAVE NEVER DONE	327 30%	157 25%	81 28%	89 52% ^{ab}	98 16%	229 45% ^d	77 24%	250 32% ^f	253 30%	74 30%	261 28%	34 36%	21 37%	12 47% ⁱ
Don't know	15 1%	5 1%	3 1%	8 5% ^{ab}	4 1%	11 2% ^d	1 *	14 2%	8 1%	7 3% ^h	13 1%	* *	2 4%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_01 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Made a purchase of a physical good online via a website or app
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	659 60%	25 57%	67 58%	50 55%	44 53%	51 58%	85 74%bcdegjkl	68 48%	94 67%gl	82 77%abcdegjk l	28 51%	53 57%	11 42%
Have done/used this at some time in the past, but not in the past 3 months	99 9%	5 10%i	7 6%	7 8%	9 10%i	18 20%bchik	11 9%i	22 15%bhi	7 5%	2 2%	4 7%	6 7%	3 11%i
Have never done this but I am aware of this	189 17%	11 25%ij	21 19%i	17 19%i	13 16%	18 20%ij	16 14%	27 19%i	20 14%	8 7%	4 7%	24 26%hij	10 39%bcdefgh ij
Have never done this - and I wasn't aware that this was possible	138 13%	3 7%	20 17%ef	16 18%efi	18 21%efi	1 1%	2 2%	23 16%ef	18 13%ef	8 8%	17 31%aefghikl	9 10%ef	2 8%e
SUMMARY CODES													
HAVE DONE	758 69%	30 68%	73 64%	57 63%	52 63%	69 78%bcdgjkl	96 83%abcdgjkl	90 63%	101 72%l	84 79%bcdgjkl	32 58%	60 64%	13 53%
HAVE NEVER DONE	327 30%	14 32%fi	41 36%efi	33 37%efi	31 37%efi	19 22%	19 16%	50 35%fi	38 27%	16 15%	21 37%fi	34 36%fi	12 47%efhi
Don't know	15 1%	-	-	1 1%	-	-	1 1%	2 2%	2 1%	7 6%bdek	2 4%b	*	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_01 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Made a purchase of a physical good online via a website or app
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done/used this in the past 3 months	659 60%	646 68%e	264 81%ace	537 72%e	161 75%e	4 3%
Have done/used this at some time in the past, but not in the past 3 months	99 9%	92 10%e	25 8%e	70 9%e	28 13%e	1 1%
Have never done this but I am aware of this	189 17%	121 13%b	24 7%	85 11%	22 11%	54 45%abcd
Have never done this - and I wasn't aware that this was possible	138 13%	82 9%bd	11 3%	47 6%d	2 1%	53 44%abcd
SUMMARY CODES						
HAVE DONE	758 69%	738 78%e	289 89%ace	607 81%e	189 88%ace	5 5%
HAVE NEVER DONE	327 30%	202 21%bd	35 11%	132 18%b	25 12%	106 89%abcd
Don't know	15 1%	8 1%	1 *	7 1%	-	7 6%abcd

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_02 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and used next day delivery
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	502 46%	244 46%	258 46%	96 61% fghik	126 66% fghik	110 56% ghik	84 45% hi	52 34% hi	22 20%	12 12%	222 64% fghik	280 37% hi	125 57% no	171 52% o	107 46% o	99 31%
Have done/used this at some time in the past, but not in the past 3 months	138 13%	72 13%	66 12%	23 15% i	19 10%	24 12% i	32 17% i	20 13% i	14 12% i	5 5%	43 12% i	95 13% i	33 15%	41 12%	28 12%	35 11%
Have never done this but I am aware of this	302 27%	150 28%	152 27%	25 16%	24 13%	45 23% dj	58 31% cdj	63 41% cdej	46 41% cdej	40 39% cdej	49 14%	252 34% cdej	45 21%	78 24%	59 25%	120 37% lmn
Have never done this - and I wasn't aware that this was possible	142 13%	63 12%	78 14%	13 8%	17 9%	14 7%	12 7%	19 12%	25 22% cdefg jk	41 40% cdefgh jk	31 9%	111 15% efj	13 6%	36 11%	34 15% l	59 18% lm
SUMMARY CODES																
HAVE DONE	640 58%	316 59%	324 57%	119 75% fghik	146 77% fghik	135 69% ghik	115 62% ghik	72 46% hi	36 32% i	18 17%	265 76% fghik	375 50% hi	159 73% no	212 64% o	136 59% o	133 42%
HAVE NEVER DONE	443 40%	213 40%	230 41%	38 24%	42 22%	59 30%	70 38% cdj	82 53% cdefj	71 63% cdefj k	81 79% cdefg hjk	80 23%	363 48% cdefj	58 27%	115 35%	92 40% l	179 56% lmn
Don't know	17 2%	6 1%	11 2%	1 1%	3 1%	3 1%	- -	1 1%	5 5% cfjgk	4 4% fj	3 1%	13 2%	2 1%	4 1%	3 1%	8 2%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

**Q.8_02 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and used next day delivery**
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done/used this in the past 3 months	502 46%	298 47% ^c	159 54% ^c	46 27%	340 57% ^e	162 32%	175 54% ^g	328 42%	399 47%	104 42%	426 46%	45 48%	23 41%	9 35%
Have done/used this at some time in the past, but not in the past 3 months	138 13%	91 14% ^c	36 12%	11 7%	81 14%	57 11%	45 14%	92 12%	110 13%	28 11%	117 13%	12 13%	3 5%	6 24% ^j
Have never done this but I am aware of this	302 27%	170 27%	66 22%	65 38% ^{ab}	128 21%	174 34% ^d	66 21%	235 30% ^f	230 27%	72 29%	260 28% ^l	24 26%	7 14%	10 40% ^l
Have never done this - and I wasn't aware that this was possible	142 13%	67 11%	31 11%	44 26% ^{ab}	42 7%	100 20% ^d	35 11%	107 14%	103 12%	38 15%	108 12% ^m	12 13% ^m	21 39% ^{jk}	* 2%
SUMMARY CODES														
HAVE DONE	640 58%	389 61% ^c	194 66% ^c	57 33%	421 71% ^e	220 43%	220 68% ^g	420 54%	509 60%	131 53%	543 59%	57 61%	25 46%	15 59%
HAVE NEVER DONE	443 40%	237 37%	97 33%	109 64% ^{ab}	169 28%	274 54% ^d	101 31%	342 44% ^f	333 39%	110 44%	368 40%	36 39%	29 53%	10 41%
Don't know	17 2%	8 1%	4 1%	5 3%	5 1%	11 2%	2 1%	14 2%	10 1%	6 3%	15 2%	* *	1 1%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_02 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and used next day delivery
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	502 46%	20 45%	54 47%	43 48%g	31 38%	30 34%	61 53%egl	48 34%	75 54%degl	64 60%degjl	23 41%	45 48%g	9 35%
Have done/used this at some time in the past, but not in the past 3 months	138 13%	9 20%ij	11 10%	10 11%	8 9%	26 30%bcdgfhij k	14 12%	22 15%i	13 9%	5 5%	3 5%	12 13%	6 24%bcdhij
Have never done this but I am aware of this	302 27%	13 30%	32 28%	20 22%	24 29%	29 33%j	35 30%j	50 35%cij	33 24%	23 21%	7 14%	24 26%	10 40%chij
Have never done this - and I wasn't aware that this was possible	142 13%	2 6%	17 15%efl	17 18%efil	20 24%aefgil	2 3%	5 4%	18 12%el	19 13%efl	8 7%	21 39%abcefghi kl	12 13%el	* 2%
SUMMARY CODES													
HAVE DONE	640 58%	28 64%	65 57%	53 59%	39 47%	56 64%	75 64%dgj	69 49%	88 63%dg	70 65%dgj	25 46%	57 61%	15 59%
HAVE NEVER DONE	443 40%	16 36%	49 43%i	36 40%	44 53%efhi	32 36%	40 35%	67 48%i	52 37%	31 29%	29 53%fi	36 39%	10 41%
Don't know	17 2%	-	-	1 1%	-	*	1 1%	5 4%	1 1%	7 6%bdhk	1 1%	*	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_02 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and used next day delivery
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done/used this in the past 3 months	502 46%	489 52%e	214 66%ace	410 55%e	124 58%e	5 4%
Have done/used this at some time in the past, but not in the past 3 months	138 13%	133 14%e	49 15%e	112 15%e	41 19%e	- -
Have never done this but I am aware of this	302 27%	233 25%b	56 17%	173 23%	47 22%	53 44%abcd
Have never done this - and I wasn't aware that this was possible	142 13%	85 9%bcd	7 2%	43 6%bd	2 1%	55 46%abcd
SUMMARY CODES						
HAVE DONE	640 58%	622 66%e	262 81%ace	522 70%e	165 77%ae	5 4%
HAVE NEVER DONE	443 40%	318 34%bd	63 19%	216 29%b	48 23%	107 90%abcd
Don't know	17 2%	8 1%	-	8 1%	-	7 6%abcd

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_03 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?

Please tell me the answer that best describes your experience. So have you ever -

Bought something online and used same day delivery (anytime on the same day)

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	221 20%	111 21%	110 19%	45 29% fghik	49 26% hik	58 30% fghik	33 18% hi	25 16% hi	7 6%	4 4%	94 27% fghik	127 17% hi	45 21%	80 24% o	45 19%	51 16%
Have done/used this at some time in the past, but not in the past 3 months	83 8%	37 7%	46 8%	18 11% gk	20 10% g	12 6%	17 9%	5 3%	6 6%	5 5%	37 11% gik	45 6%	17 8%	28 8%	19 8%	19 6%
Have never done this but I am aware of this	523 48%	263 49%	259 46%	60 38%	84 44%	89 46%	97 52% cij	87 56% cij	64 57% cdij	42 41%	144 41%	379 50% cij	117 54%	150 45%	100 43%	155 49%
Have never done this - and I wasn't aware that this was possible	256 23%	120 22%	137 24%	32 20%	35 19%	34 17%	39 21%	36 23%	31 28% ej	49 47% cdefg hjk	68 19%	189 25% e	38 17%	67 20%	66 28% lm	86 27% l
SUMMARY CODES																
HAVE DONE	303 28%	148 28%	156 28%	63 40% fghik	68 36% ghik	70 36% ghik	50 27% hi	30 20% i	13 12%	9 8%	132 38% fghik	172 23% hi	62 28%	108 33% o	63 27%	70 22%
HAVE NEVER DONE	779 71%	383 72%	396 70%	92 58%	119 63%	123 63%	136 73% cj	123 79% cdej	95 84% cdefj k	91 88% cdefj k	211 61%	568 76% cdej	155 71%	216 65%	166 72%	242 76% m
Don't know	18 2%	5 1%	13 2%	3 2%	2 1%	3 1%	- -	2 1%	4 4% f	4 3% f	5 2%	12 2%	1 1%	7 2%	2 1%	8 3%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_03 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and used same day delivery (anytime on the same day)
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done/used this in the past 3 months	221 20%	121 19% ^c	80 27% ^{ac}	20 12%	143 24% ^e	78 15%	86 27% ^g	135 17%	174 20%	47 19%	184 20%	20 22%	13 24%	3 12%
Have done/used this at some time in the past, but not in the past 3 months	83 8%	56 9% ^c	22 8% ^c	4 3%	52 9%	31 6%	23 7%	60 8%	69 8%	13 5%	65 7%	11 12%	4 7%	3 12%
Have never done this but I am aware of this	523 48%	311 49%	128 43%	84 49%	275 46%	247 49%	140 43%	382 49%	403 47%	120 48%	447 48% ^l	48 51% ^l	10 18%	18 73% ^{ijkl}
Have never done this - and I wasn't aware that this was possible	256 23%	138 22%	60 20%	58 34% ^{ab}	119 20%	137 27% ^d	72 22%	184 24%	197 23%	59 24%	214 23% ^m	14 15% ^m	27 50% ^{jk}	1 3%
SUMMARY CODES														
HAVE DONE	303 28%	177 28% ^c	102 35% ^c	24 14%	195 33% ^e	109 22%	109 34% ^g	195 25%	243 29%	61 24%	249 27%	31 33%	17 31%	6 24%
HAVE NEVER DONE	779 71%	449 71%	188 64%	142 83% ^{ab}	395 66%	384 76% ^d	212 66%	567 73% ^f	600 70%	179 72%	661 71%	62 66%	37 67%	19 76%
Don't know	18 2%	8 1%	5 2%	5 3%	5 1%	12 2%	2 1%	15 2%	9 1%	8 3% ^h	16 2%	* *	1 1%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_03 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?

Please tell me the answer that best describes your experience. So have you ever -

Bought something online and used same day delivery (anytime on the same day)

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	221 20%	9 19%	17 15%	18 20%	11 13%	13 15%	32 27%bdl	26 18%	35 25%	24 23%	13 24%	20 22%	3 12%
Have done/used this at some time in the past, but not in the past 3 months	83 8%	2 4%	2 2%	9 10%b	3 4%	13 15%bdhi	11 10%b	14 10%b	6 4%	4 4%	4 7%	11 12%bh	3 12%bh
Have never done this but I am aware of this	523 48%	28 64%cdgj	59 51%cj	31 34%j	35 42%j	54 61%cdgj	62 54%cj	57 40%j	67 48%j	53 50%cj	10 18%	48 51%cj	18 73%bcdgfh jk
Have never done this - and I wasn't aware that this was possible	256 23%	5 12%	36 32%aefikl	30 33%aefikl	34 41%aefhikl	8 9%	10 8%	40 28%aefkl	32 23%efl	18 17%l	27 50%abefghik l	14 15%l	1 3%
SUMMARY CODES													
HAVE DONE	303 28%	10 23%	19 17%	27 30%b	14 17%	27 30%b	43 37%bd	40 28%	40 29%b	28 27%	17 31%	31 33%bd	6 24%
HAVE NEVER DONE	779 71%	34 77%	95 83%cefgghijk	61 67%	69 83%cfgik	62 70%	72 62%	97 69%	99 71%	72 67%	37 67%	62 66%	19 76%
Don't know	18 2%	-	-	3 3%	-	-	1 1%	5 3%	1 1%	7 7%bdefhk	1 1%	*	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_03 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and used same day delivery (anytime on the same day)
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done/used this in the past 3 months	221 20%	216 23%e	87 27%e	182 24%e	61 29%e	2 2%
Have done/used this at some time in the past, but not in the past 3 months	83 8%	80 8%e	32 10%e	65 9%e	20 10%e	1 1%
Have never done this but I am aware of this	523 48%	452 48%	154 47%	375 50%e	106 50%	48 40%
Have never done this - and I wasn't aware that this was possible	256 23%	188 20%d	49 15%	118 16%	24 11%	62 52%abcd
SUMMARY CODES						
HAVE DONE	303 28%	296 31%e	120 37%e	246 33%e	82 38%e	3 3%
HAVE NEVER DONE	779 71%	641 68%	203 62%	493 66%	130 61%	110 92%abcd
Don't know	18 2%	11 1%	3 1%	7 1%	2 1%	6 5%abcd

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_04 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?

Please tell me the answer that best describes your experience. So have you ever -

Bought something online and had it delivered within 2 hours or less

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	73 7%	33 6%	40 7%	9 6%	16 8% ^{gh}	27 14% ^{cfghijk}	11 6%	4 2%	2 2%	4 4%	25 7% ^h	48 6% ^h	27 12% ^{mno}	16 5%	10 4%	19 6%
Have done/used this at some time in the past, but not in the past 3 months	33 3%	6 1%	27 5% ^a	4 3%	8 4%	10 5% ^h	5 3%	4 2%	1 1%	1 1%	12 3%	20 3%	5 2%	13 4%	6 2%	8 3%
Have never done this but I am aware of this	509 46%	258 48%	252 45%	61 38%	93 49% ⁱ	83 42% ⁱ	94 51% ^{ci}	95 61% ^{cdehij}	55 49% ⁱ	29 28%	154 44% ⁱ	356 47% ⁱ	100 46%	150 45%	103 45%	157 49%
Have never done this - and I wasn't aware that this was possible	469 43%	235 44%	234 41%	80 50% ^{eg}	73 38%	74 38%	76 41%	53 34%	48 43%	66 64% ^{cdefghjk}	152 44%	316 42%	85 39%	148 45%	111 48%	125 39%
SUMMARY CODES																
HAVE DONE	106 10%	39 7%	67 12% ^a	13 8% ^h	23 12% ^{ghi}	37 19% ^{cfghijk}	16 9% ^h	7 5%	3 3%	5 5%	37 11% ^h	69 9% ^h	33 15% ^{no}	30 9%	16 7%	28 9%
HAVE NEVER DONE	978 89%	492 92% ^b	486 86%	141 89%	166 87%	157 80%	169 91% ^e	148 95% ^{dejk}	104 92% ^e	94 92% ^e	306 88% ^e	672 89% ^e	184 84%	298 90%	214 93% ^l	282 88%
Don't know	16 1%	5 1%	12 2%	4 3% ^f	1 1%	1 1%	-	-	6 5% ^{defgjk}	4 3% ^{dfg}	5 2%	11 1%	1 1%	3 1%	2 1%	10 3%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

**Q.8_04 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and had it delivered within 2 hours or less**
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done/used this in the past 3 months	73 7%	47 7% ^c	23 8% ^c	4 2%	46 8%	27 5%	31 9% ^g	42 5%	50 6%	24 10%	69 7% ^m	5 5%	-	-
Have done/used this at some time in the past, but not in the past 3 months	33 3%	21 3%	10 3%	1 1%	19 3%	14 3%	16 5% ^g	16 2%	31 4% ⁱ	2 1%	30 3%	2 2%	-	1 2%
Have never done this but I am aware of this	509 46%	298 47%	129 44%	82 48%	292 49%	218 43%	144 45%	365 47%	411 48% ⁱ	99 40%	416 45%	56 60% ^{jl}	17 30%	21 86% ^{jk}
Have never done this - and I wasn't aware that this was possible	469 43%	262 41%	128 43%	79 46%	234 39%	235 46% ^d	131 41%	337 43%	353 41%	116 47%	397 43% ^m	31 33% ^m	38 68% ^{jk}	3 12%
SUMMARY CODES														
HAVE DONE	106 10%	68 11% ^c	33 11% ^c	5 3%	65 11%	41 8%	47 15% ^g	59 8%	80 9%	25 10%	99 11% ^l	6 7%	-	1 2%
HAVE NEVER DONE	978 89%	561 88%	257 87%	161 94% ^{ab}	526 88%	453 90%	276 85%	702 90% ^f	764 90%	215 87%	813 88%	87 93%	54 99% ^j	25 98% ⁱ
Don't know	16 1%	6 1%	6 2%	5 3%	5 1%	11 2%	1 *	15 2%	8 1%	8 3% ^h	15 2%	* *	1 1%	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_04 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and had it delivered within 2 hours or less
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	73 7%	1 3%	5 5%	8 9%ejl	3 3%	2 2%	16 14%bdehjl	12 8%	5 4%	16 15%abdehijkl	- -	5 5%	- -
Have done/used this at some time in the past, but not in the past 3 months	33 3%	* 1%	1 1%	4 5%	1 2%	4 5%	5 4%	9 6%b	5 3%	1 1%	- -	2 2%	1 2%
Have never done this but I am aware of this	509 46%	31 71%bcdeghij	37 33%	33 36%	32 38%	45 51%bj	69 60%bcdgij	52 37%	73 52%bcgj	43 40%	17 30%	56 60%bcdgi j	21 86%bcdefgh ijk
Have never done this - and I wasn't aware that this was possible	469 43%	11 25%	71 62%aefghikl	45 49%afkl	48 57%afhikl	36 41%fl	25 21%	67 47%afkl	57 41%fl	38 35%fl	38 68%acefghik l	31 33%l	3 12%
SUMMARY CODES													
HAVE DONE	106 10%	2 4%	6 5%	13 14%bjl	4 5%	6 7%	21 18%abdehijkl	20 14%bjl	10 7%	18 16%abdhjl	- -	6 7%	1 2%
HAVE NEVER DONE	978 89%	43 96%fgi	108 95%cfgi	78 86%	79 95%fgi	81 92%i	94 81%	118 83%	130 93%fgi	81 75%	54 99%cfgi	87 93%fi	25 98%cfgi
Don't know	16 1%	- -	- -	- -	- -	1 1%	1 1%	3 2%	1 1%	9 8%bcdfhk	1 1%	* *	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_04 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Bought something online and had it delivered within 2 hours or less
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done/used this in the past 3 months	73 7%	71 7%e	24 7%e	57 8%e	11 5%	2 2%
Have done/used this at some time in the past, but not in the past 3 months	33 3%	31 3%e	12 4%e	25 3%e	11 5%e	- -
Have never done this but I am aware of this	509 46%	449 47%e	155 48%e	378 51%e	121 57%ae	39 33%
Have never done this - and I wasn't aware that this was possible	469 43%	388 41%d	133 41%	279 37%	69 32%	71 60%abcd
SUMMARY CODES						
HAVE DONE	106 10%	102 11%e	36 11%e	82 11%e	22 10%e	2 2%
HAVE NEVER DONE	978 89%	837 88%	288 88%	657 88%	190 89%	110 92%
Don't know	16 1%	9 1%	1 *	7 1%	1 1%	7 6%abcd

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_05 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Had a parcel \ package or online purchase delivered to a parcel locker e.g. Amazon, InPost
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	155 14%	77 14%	78 14%	26 17%hi	43 23%fghik	38 19%ghik	22 12%hi	15 10%	6 5%	5 4%	70 20%fghik	85 11%hi	38 17%o	60 18%o	31 13%	27 8%
Have done/used this at some time in the past, but not in the past 3 months	59 5%	29 5%	30 5%	2 1%	15 8%cgi	20 10%cghijk	14 8%cgi	2 1%	4 4%	2 2%	17 5%	42 6%cgi	20 9%o	18 5%	12 5%	9 3%
Have never done this but I am aware of this	492 45%	244 46%	248 44%	66 41%i	72 38%	92 47%i	97 52%dhij	91 59%cdhijk	46 41%i	29 28%	137 39%i	355 47%dij	97 45%	143 43%	99 43%	153 48%
Have never done this - and I wasn't aware that this was possible	377 34%	177 33%	201 36%	62 39%e	59 31%	45 23%	52 28%	45 29%	51 45%defgjk	64 62%cdefghjk	121 35%e	256 34%e	60 28%	107 32%	86 37%	124 39%l
SUMMARY CODES																
HAVE DONE	213 19%	106 20%	108 19%	28 18%hi	58 31%cfghik	58 30%cfghik	36 19%hi	17 11%	10 9%	6 6%	86 25%ghik	127 17%hi	58 27%o	77 23%o	43 18%o	36 11%
HAVE NEVER DONE	870 79%	420 79%	449 80%	128 81%de	131 69%	136 70%	149 81%de	135 87%dej	97 86%dej	93 91%cdefjk	258 74%	611 81%dej	158 72%	250 76%	185 80%	276 86%lm
Don't know	17 2%	9 2%	8 1%	2 2%	1 1%	1 1%	- -	3 2%	6 5%defjk	4 3%df	4 1%	13 2%	3 1%	3 1%	3 1%	8 2%

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_05 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?

Please tell me the answer that best describes your experience. So have you ever -

Had a parcel \ package or online purchase delivered to a parcel locker e.g. Amazon, InPost

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done\used this in the past 3 months	155 14%	94 15% ^c	50 17% ^c	11 7%	105 18% ^e	49 10%	43 13%	112 14%	122 14%	32 13%	141 15% ^{lm}	12 12% ^m	2 3%	* 1%
Have done\used this at some time in the past, but not in the past 3 months	59 5%	45 7% ^{bc}	9 3%	5 3%	43 7% ^e	16 3%	22 7%	36 5%	52 6%	7 3%	52 6%	5 5%	2 3%	- -
Have never done this but I am aware of this	492 45%	290 46%	133 45%	70 41%	278 47%	214 42%	150 46%	342 44%	385 45%	108 43%	410 44% ^l	48 51% ^l	15 28%	19 76% ^{ijkl}
Have never done this - and I wasn't aware that this was possible	377 34%	197 31%	100 34%	80 47% ^{ab}	163 27%	214 42% ^d	106 33%	272 35%	284 33%	94 38%	309 33%	29 31%	34 62% ^{ijkm}	6 23%
SUMMARY CODES														
HAVE DONE	213 19%	139 22% ^c	59 20% ^c	16 9%	148 25% ^e	65 13%	65 20%	148 19%	174 20%	39 16%	194 21% ^{lm}	16 18% ^m	3 6%	* 1%
HAVE NEVER DONE	870 79%	487 77%	233 79%	150 88% ^{ab}	441 74%	428 85% ^d	256 79%	614 79%	668 78%	201 81%	719 78%	77 82%	49 90%	25 99% ^{ijk}
Don't know	17 2%	8 1%	4 1%	5 3%	5 1%	12 2%	2 1%	14 2%	10 1%	7 3%	14 2%	* *	2 4%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_05 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?

Please tell me the answer that best describes your experience. So have you ever -

Had a parcel \ package or online purchase delivered to a parcel locker e.g. Amazon, InPost

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	155 14%	3 6%	5 4%	19 21%abejl	12 14%bl	6 6%	33 29%abdeghjk l	18 13%bl	15 11%l	31 29%abdeghjkl	2 3%	12 12%bl	* 1%
Have done/used this at some time in the past, but not in the past 3 months	59 5%	* 1%	6 5%	1 1%	- -	16 18%abcdghij kl	12 10%cdil	8 5%	8 6%d	1 1%	2 3%	5 5%	- -
Have never done this but I am aware of this	492 45%	28 64%bcdgij	49 43%	33 36%	31 38%	53 60%bcdgij	54 47%ij	61 43%	66 47%ij	34 32%	15 28%	48 51%cij	19 76%bcdfghi jk
Have never done this - and I wasn't aware that this was possible	377 34%	12 28%f	54 48%aefikl	38 42%efl	40 48%aefikl	15 16%	15 13%	49 35%ef	51 36%ef	34 32%ef	34 62%acefghik l	29 31%ef	6 23%
SUMMARY CODES													
HAVE DONE	213 19%	3 7%	11 9%	20 22%abjl	12 14%l	21 24%abjl	45 39%abcdeghj kl	25 18%l	24 17%l	33 31%abdghjl	3 6%	16 18%l	* 1%
HAVE NEVER DONE	870 79%	41 92%efi	103 91%cefgi	71 78%fi	72 86%fi	67 76%fi	70 60%	110 78%fi	116 83%fi	69 64%	49 90%fi	77 82%fi	25 99%cdefghi k
Don't know	17 2%	* 1%	- -	- -	- -	- -	1 1%	6 4%b	1 1%	6 5%bceh	2 4%b	* *	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_05 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Had a parcel \ package or online purchase delivered to a parcel locker e.g. Amazon, InPost
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done/used this in the past 3 months	155 14%	148 16%e	56 17%e	130 17%e	37 17%e	2 2%
Have done/used this at some time in the past, but not in the past 3 months	59 5%	58 6%e	25 8%e	50 7%e	19 9%e	- -
Have never done this but I am aware of this	492 45%	437 46%e	159 49%e	359 48%e	114 54%e	36 30%
Have never done this - and I wasn't aware that this was possible	377 34%	294 31%d	83 26%	200 27%	43 20%	75 63%abcd
SUMMARY CODES						
HAVE DONE	213 19%	206 22%e	81 25%e	180 24%e	56 26%e	2 2%
HAVE NEVER DONE	870 79%	731 77%	243 75%	559 75%	158 74%	111 93%abcd
Don't know	17 2%	11 1%	1 *	7 1%	- -	6 5%abcd

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_06 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a 'click and collect service'. This is when you order and pay for a product online but collect it from a physical store
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	360 33%	149 28%	211 37% ^a	50 31% ^{hi}	93 49% ^{cghik}	76 39% ^{hik}	72 39% ^{hik}	44 28% ^{hi}	20 17% ⁱ	6 6%	143 41% ^{ghik}	218 29% ^{hi}	98 45% ^{no}	123 37% ^o	69 30% ^o	69 22%
Have done/used this at some time in the past, but not in the past 3 months	158 14%	65 12%	92 16%	24 15% ⁱ	31 16% ⁱ	35 18% ⁱ	35 19% ^{hi}	16 11%	11 10%	6 6%	54 16% ⁱ	104 14% ⁱ	34 15%	50 15%	34 15%	40 13%
Have never done this but I am aware of this	389 35%	218 41% ^b	170 30%	57 36% ^d	39 21%	64 33% ^d	64 35% ^d	70 45% ^{dej}	53 47% ^{defj}	42 40% ^{dj}	96 28%	292 39% ^{dj}	66 30%	101 31%	82 36%	139 44% ^{lm}
Have never done this - and I wasn't aware that this was possible	176 16%	96 18%	81 14%	24 15% ^f	26 14%	18 9%	13 7%	25 16% ^f	24 21% ^{ef}	45 44% ^{cdefg}	51 15% ^f	126 17% ^{ef}	19 9%	50 15% ^l	44 19% ^l	63 20% ^l
SUMMARY CODES																
HAVE DONE	518 47%	215 40%	303 54% ^a	73 46% ^{hi}	123 65% ^{cghik}	111 57% ^{ghik}	107 58% ^{ghik}	60 39% ^{hi}	31 27% ⁱ	12 12%	197 56% ^{ghik}	321 43% ^{hi}	132 60% ^{no}	174 52% ^o	103 45% ^o	110 34%
HAVE NEVER DONE	565 51%	314 59% ^b	251 44%	81 51% ^d	66 35%	82 42%	77 42%	95 61% ^{defj}	77 68% ^{cdefj}	87 84% ^{cdefg}	147 42%	418 56% ^{defj}	85 39%	151 46%	126 55% ^l	202 63% ^{lm}
Don't know	17 2%	7 1%	11 2%	4 2%	1 1%	3 1%	1 1%	- -	5 5% ^{dfgjk}	4 3% ^{dfg}	5 1%	12 2%	1 1%	6 2%	2 1%	8 3%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_06 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a 'click and collect service'. This is when you order and pay for a product online but collect it from a physical store
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done/used this in the past 3 months	360 33%	242 38%bc	86 29%c	32 19%	242 41%e	118 23%	145 45%g	215 28%	289 34%	71 29%	315 34%l	25 27%	11 19%	10 39%l
Have done/used this at some time in the past, but not in the past 3 months	158 14%	103 16%	37 13%	18 10%	101 17%e	56 11%	54 17%	104 13%	127 15%	30 12%	128 14%	12 13%	10 18%	7 28%jk
Have never done this but I am aware of this	389 35%	203 32%	116 39%	70 41%a	182 31%	207 41%d	87 27%	302 39%f	298 35%	91 37%	328 35%	40 42%	14 25%	7 30%
Have never done this - and I wasn't aware that this was possible	176 16%	79 12%	51 17%	47 27%ab	63 11%	113 22%d	34 11%	142 18%f	126 15%	51 20%h	139 15%m	16 17%m	21 38%jkm	1 3%
SUMMARY CODES														
HAVE DONE	518 47%	345 54%bc	124 42%c	49 29%	344 58%e	174 34%	199 61%g	319 41%	416 49%i	102 41%	443 48%	38 40%	21 37%	17 68%jkl
HAVE NEVER DONE	565 51%	282 44%	167 56%a	117 68%ab	245 41%	320 63%d	121 37%	444 57%f	424 50%	141 57%	467 50%m	55 59%m	34 63%am	8 32%
Don't know	17 2%	7 1%	5 2%	5 3%	6 1%	11 2%	4 1%	13 2%	12 1%	5 2%	17 2%	* *	- -	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_06 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a 'click and collect service'. This is when you order and pay for a product online but collect it from a physical store
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	360 33%	12 28%	41 36%ej	35 39%ej	28 34%	19 22%	44 38%ej	40 28%	52 37%ej	41 39%ej	11 19%	25 27%	10 39%ej
Have done/used this at some time in the past, but not in the past 3 months	158 14%	8 18%	15 13%	8 9%	10 12%	27 31%bcdfghik	13 11%	25 17%	14 10%	9 8%	10 18%	12 13%	7 28%bcdfhik
Have never done this but I am aware of this	389 35%	18 42%c	36 32%	19 21%	27 32%	41 46%cj	53 46%cj	45 32%	48 34%c	42 39%c	14 25%	40 42%c	7 30%
Have never done this - and I wasn't aware that this was possible	176 16%	6 13%e	21 18%efl	27 29%aefil	18 21%efil	1 1%	5 5%	27 19%efil	26 19%efil	9 8%e	21 38%abefghik l	16 17%efl	1 3%
SUMMARY CODES													
HAVE DONE	518 47%	20 46%	56 49%	44 48%	38 45%	47 53%	57 49%	65 46%	66 47%	50 47%	21 37%	38 40%	17 68%abcdfgh ijk
HAVE NEVER DONE	565 51%	24 54%l	57 50%l	46 50%l	45 53%l	42 47%	58 50%l	72 51%l	74 53%l	50 47%	34 63%l	55 59%l	8 32%
Don't know	17 2%	-	1 1%	1 1%	1 1%	-	1 1%	5 3%	1 1%	7 6%ehk	-	*	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_06 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a 'click and collect service'. This is when you order and pay for a product online but collect it from a physical store
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done/used this in the past 3 months	360 33%	350 37%e	146 45%ae	282 38%e	84 39%e	4 3%
Have done/used this at some time in the past, but not in the past 3 months	158 14%	152 16%e	62 19%e	124 17%e	45 21%e	1 1%
Have never done this but I am aware of this	389 35%	320 34%b	85 26%	255 34%b	73 34%	52 44%abc
Have never done this - and I wasn't aware that this was possible	176 16%	115 12%d	30 9%	77 10%	12 5%	56 47%abcd
SUMMARY CODES						
HAVE DONE	518 47%	502 53%e	207 64%ace	406 54%e	129 60%e	5 4%
HAVE NEVER DONE	565 51%	435 46%b	116 36%	333 45%b	84 40%	108 91%abcd
Don't know	17 2%	11 1%	2 1%	7 1%	-	6 5%abcd

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_07 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a website/app to track the delivery of a parcel \ online shopping delivery
Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1100	520	580	136	153	154	158	134	192	173	289	811	203	311	215	371
Weighted Base	1100	535	565	158	190	196	185	155	112	103	348	752	218	331	231	320
Have done/used this in the past 3 months	558 51%	258 48%	300 53%	103 65%ghik	121 63%ghik	113 58%ghik	108 58%ghik	69 45%hi	29 26%i	15 15%	223 64%ghik	335 45%hi	149 68%mno	187 56%no	107 46%o	115 36%
Have done/used this at some time in the past, but not in the past 3 months	136 12%	68 13%	68 12%	18 12%i	27 14%i	37 19%gik	26 14%i	11 7%	14 13%i	3 3%	45 13%i	91 12%i	27 13%	45 13%	34 15%	31 10%
Have never done this but I am aware of this	245 22%	128 24%	117 21%	26 16%	22 11%	29 15%	37 20%d	55 35%cdefj k	40 36%cdefj k	36 35%cdefj k	48 14%	198 26%cdej	28 13%	61 18%	53 23%l	103 32%lmn
Have never done this - and I wasn't aware that this was possible	145 13%	76 14%	69 12%	10 7%	18 10%	15 8%	13 7%	19 12%	24 21%cdefg j	45 44%cdefgh jk	29 8%	117 16%cej	11 5%	36 11%l	35 15%l	63 20%lm
SUMMARY CODES																
HAVE DONE	694 63%	326 61%	369 65%	121 76%ghik	148 78%ghik	150 76%ghik	134 73%ghik	80 52%hi	43 39%i	19 18%	269 77%ghik	426 57%hi	177 81%mno	231 70%o	141 61%o	145 45%
HAVE NEVER DONE	391 36%	204 38%	187 33%	36 23%	40 21%	44 23%	51 27%	74 48%cdefj k	64 57%cdefj k	81 79%cdefg hjk	76 22%	314 42%cdefj	39 18%	97 29%l	88 38%lm	166 52%lmn
Don't know	15 1%	5 1%	9 2%	1 1%	3 1%	2 1%	- -	1 1%	5 4%cefjgk	3 3%f	3 1%	11 2%	3 1%	3 1%	2 1%	8 3%

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_07 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a website/app to track the delivery of a parcel \ online shopping delivery
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1100	620	262	218	481	619	271	829	844	256	884	101	53	62
Weighted Base	1100	634	296	171	595	505	324	776	852	248	927	94*	55*	25*
Have done/used this in the past 3 months	558 51%	334 53% ^c	166 56% ^c	58 34%	368 62% ^e	190 38%	190 59% ^g	368 47%	452 53% ⁱ	106 43%	478 52%	44 47%	24 44%	11 44%
Have done/used this at some time in the past, but not in the past 3 months	136 12%	88 14% ^c	37 12%	12 7%	83 14%	53 11%	48 15%	88 11%	103 12%	33 13%	114 12%	10 11%	8 14%	5 18%
Have never done this but I am aware of this	245 22%	131 21%	61 21%	53 31% ^{ab}	99 17%	146 29% ^d	49 15%	196 25% ^f	184 22%	61 25%	208 22% ^l	25 27% ^l	4 7%	8 32% ^l
Have never done this - and I wasn't aware that this was possible	145 13%	74 12%	28 9%	44 26% ^{ab}	41 7%	105 21% ^d	33 10%	113 15%	106 12%	40 16%	113 12%	13 14%	18 33% ^{jk}	1 5%
SUMMARY CODES														
HAVE DONE	694 63%	422 67% ^c	203 69% ^c	70 41%	451 76% ^e	244 48%	239 74% ^g	456 59%	555 65% ⁱ	139 56%	592 64%	55 59%	32 58%	16 63%
HAVE NEVER DONE	391 36%	205 32%	89 30%	97 57% ^{ab}	140 23%	251 50% ^d	82 25%	309 40% ^f	290 34%	101 41%	321 35%	38 41%	22 41%	9 37%
Don't know	15 1%	7 1%	4 1%	4 2%	4 1%	10 2%	3 1%	12 2%	7 1%	8 3% ^h	14 1%	* *	1 1%	- -

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_07 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a website/app to track the delivery of a parcel \ online shopping delivery
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1100	51	120	104	79	88	104	116	129	93	53	101	62
Weighted Base	1100	44*	114	91*	83*	88*	116*	142	140	107*	55*	94*	25*
Have done/used this in the past 3 months	558 51%	18 40%	60 53%	46 51%	40 48%	38 43%	71 61%ae	67 47%	75 53%	63 58%	24 44%	44 47%	11 44%
Have done/used this at some time in the past, but not in the past 3 months	136 12%	7 16%	10 9%	11 12%	6 8%	22 25%bcdfhik	14 12%	22 15%	15 10%	7 7%	8 14%	10 11%	5 18%
Have never done this but I am aware of this	245 22%	13 29%j	26 22%j	16 17%	18 22%j	27 31%j	26 22%j	33 23%j	29 20%j	20 19%	4 7%	25 27%j	8 32%cj
Have never done this - and I wasn't aware that this was possible	145 13%	6 14%ef	18 16%ef	18 20%efil	19 22%efgil	1 1%	4 3%	16 11%ef	22 15%ef	10 9%e	18 33%abefghik l	13 14%ef	1 5%
SUMMARY CODES													
HAVE DONE	694 63%	25 56%	70 62%	57 63%	46 56%	60 68%	85 73%dk	89 63%	89 64%	70 65%	32 58%	55 59%	16 63%
HAVE NEVER DONE	391 36%	19 44%f	44 38%	34 37%	37 44%fi	28 32%	29 25%	49 35%	50 36%	30 28%	22 41%	38 41%f	9 37%
Don't know	15 1%	-	-	-	-	-	2 1%	4 3%	1 1%	8 7%bcdehk	1 1%	*	-

Fieldwork : 02/05/2018 - 06/05/2018 (Week 18)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

Consumer Complaints Study - Wave 27 (QS0662 - 310518)

Q.8_07 Thinking about some postal, delivery and e-commerce services, which of the following have you ever done?
Please tell me the answer that best describes your experience. So have you ever -
Used a website\app to track the delivery of a parcel \ online shopping delivery
Base: All adults UK

	Total	INTERNET ACCESS				
		Internet access at home (a)	Internet access at work (b)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (c)	Other type of internet access (d)	None of these \ Don't access the internet (e)
Unweighted Base	1100	893	260	668	183	175
Weighted Base	1100	948	325	746	213	119
Have done\used this in the past 3 months	558 51%	546 58%e	215 66%ae	447 60%e	131 62%e	5 4%
Have done\used this at some time in the past, but not in the past 3 months	136 12%	133 14%e	54 17%e	112 15%e	33 16%e	1 *
Have never done this but I am aware of this	245 22%	175 18%	44 13%	140 19%	44 21%	52 43%abcd
Have never done this - and I wasn't aware that this was possible	145 13%	87 9%bcd	10 3%	42 6%	4 2%	55 46%abcd
SUMMARY CODES						
HAVE DONE	694 63%	679 72%e	270 83%ace	559 75%e	165 77%e	6 5%
HAVE NEVER DONE	391 36%	262 28%b	54 17%	182 24%b	48 23%	107 90%abcd
Don't know	15 1%	8 1%	1 *	6 1%	-	7 6%abcd