

Scottish Public Services Ombudsman

Complainant Survey Results 2009 & 2010

**Craigforth
December 2010**

Introduction

1. This report presents findings for the 2009 and 2010 complainant satisfaction survey. Figures for 2008 have also been presented for the purpose of comparison; these are reported in more detail in the SPSO Complainant Survey Analysis 2008/09 (Craigforth).
2. In 2009/10, surveys were issued to complainants whose case was closed in the first quarter of the financial year, i.e. between April and June 2009. A total 131 surveys were returned for this period and for the purpose of this report are described as the 2009 results.
3. Similarly, for 2010/11 surveys were again issued to complainants whose case had closed in the first quarter of the year, with 98 completed surveys returned. These are described as the 2010 results.
4. Please note that in 2008/09 (the 2008 results) all complainants with a case that closed within that financial year were issued with a survey and consequently the base number of survey respondents is much higher (a total of 488 surveys were returned).
5. The relatively small scale of the surveys undertaken in 2009/10 and 2010/11 means that caution should be exercised when viewing the results for those years and they should be considered as indicative rather than statistically robust.

Demographic Profile

6. The age profile of respondents remained relatively stable with around 3 in 4 aged 45 or over in each survey period.
7. While the proportion of respondents whose case was closed within 6 weeks remained constant (at around 1 in 2), the proportion of cases which lasted 6 months or more rose in 2009 (to 3 in 10) before falling in 2010 (to less than 1 in 10).
8. In 2010, there has been a (presumably) corresponding fall in the proportion of respondents whose cases had reached Step 4 (to 1 in 10).
9. 2010 saw a reduction in the proportion of respondents whose complaints related to Health, whereas there was an increase in the proportion of Housing Association, Local Authority and Further/ Higher Education related complaints.

Age of respondents

Age	Respondents		
	2008	2009 Q1	2010 Q1
Under 16	<1%	-	-
16-18	-	1%	-
19-24	1%	2%	1%
25-34	6%	8%	10%
35-44	16%	14%	16%
45-54	26%	35%	26%
55-64	28%	23%	22%
65 +	24%	17%	26%
Base (n)	446	111	94

Ethnicity of respondents

Ethnicity		Respondents		
		2008	2009 Q1	2010 Q1
White	Scottish	79%	83%	75%
	Other British	15%	12%	16%
	Irish	1%	1%	2%
	Any other White background	3%	0%	1%
Asian, Asian Scottish or Asian British	Indian	0%	0%	1%
	Pakistani	<1%	1%	3%
	Bangladeshi	0%	0%	0%
	Chinese	0%	1%	0%
	Any other Asian background	<1%	0%	0%
Black, Black Scottish or Black British	Caribbean	<1%	0%	0%
	African	<1%	0%	1%
	Any other Black background	0%	0%	0%
Other	Any Mixed background	<1%	1%	0%
	Any other background	<1%	1%	0%
Base (n)		446	108	93

Type of disability

Disability	Respondents		
	2008	2009 Q1	2010 Q1
Impaired hearing	5%	8%	15%
Poor sight/ blindness	4%	3%	5%
Problems with physical mobility	16%	11%	21%
Other disability	15%	17%	23%
None reported	72%	61%	65%

Base (n)	409	108	75
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Note: Respondents may select more than one disability therefore %s sum to more than 100%

Length of case

Length	Respondents		
	2008	2009 Q1	2010 Q1
Up to 6 weeks	48%	48%	49%
6 weeks to 6 months	31%	23%	43%
6 months plus	21%	30%	7%
Base (n)	446	120	97

Subject

Subject	Respondents		
	2008	2009 Q1	2010 Q1
Health	33%	33%	26%
Housing Association	8%	8%	11%
Local Authority	48%	48%	51%
Further/ Higher Education	3%	3%	6%
Other	8%	7%	6%
Base (n)	436	118	97

Outcome

Step	Respondents		
	2008	2009 Q1	2010 Q1
Step 1	20%	25%	32%
Step 2	22%	15%	8%
Step 3	39%	45%	49%
Step 4	18%	15%	10%
Base (n)	446	119	97

Information you were given by the SPSO

10. Overall satisfaction with the information/ leaflets provided fell slightly between 2009 and 2010, although still remained higher than in 2008. In particular, there has been a steady rise in the proportion of respondents who were very satisfied with information received.
11. By 2010, more than 1 in 2 respondents were satisfied that the SPSO provided useful advice if they were unable to consider their complaint. However, the proportion that were very dissatisfied with this aspect of the SPSO's service remained high at around 1 in 4.
12. The improvement seen between 2008 and 2009 in the proportion of respondents who were satisfied that the SPSO clearly explained what they can and cannot do was maintained in 2010. This included an

increase in the proportion of respondents who were very satisfied with this aspect of the SPSO's performance, to over 1 in 3.

13. In 2010, a clear majority of respondents continue to be satisfied that the SPSO website is clear, with levels of dissatisfaction remaining low at around 1 in 6.

The information / leaflets you received clearly explained how your complaint would be handled

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	470	27%	46%	15%	6%	7%
2009 Q1	117	30%	49%	14%	5%	3%
2010 Q1	92	37%	38%	11%	8%	7%

If the SPSO was unable to consider your complaint, they gave useful advice about where you could look for assistance

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	291	18%	28%	18%	13%	24%
2009 Q1	64	13%	22%	16%	23%	27%
2010 Q1	62	27%	26%	11%	10%	26%

The SPSO clearly explained to you what they can and cannot do to try to resolve your complaint

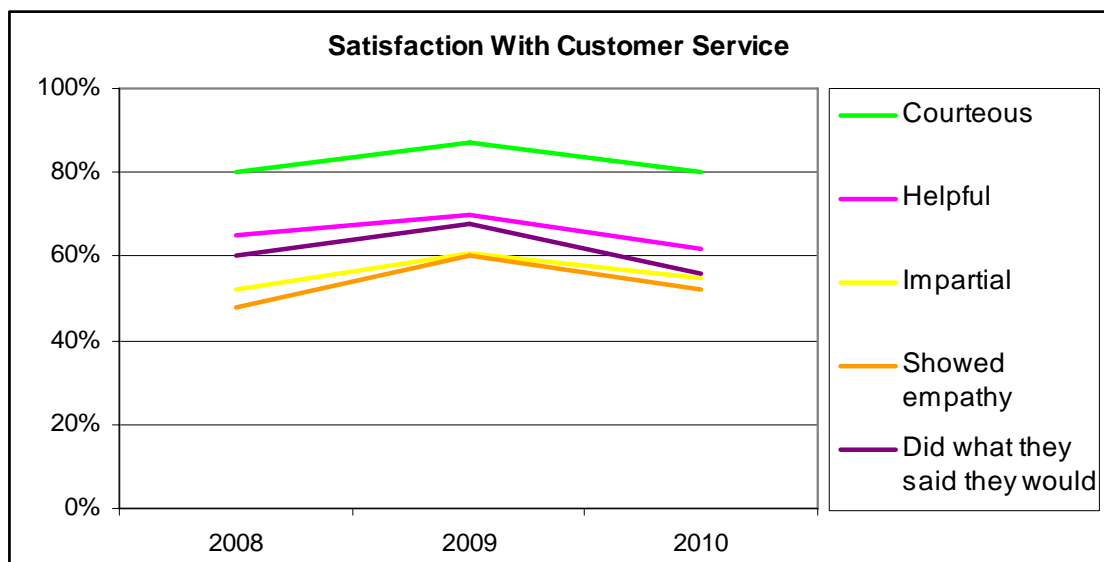
	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	472	24%	35%	16%	11%	14%
2009 Q1	120	27%	38%	16%	8%	12%
2010 Q1	92	36%	29%	12%	12%	11%

The information on the SPSO's website was clear

2010 Q1	49	27%	33%	24%	6%	10%
	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	255	21%	42%	25%	6%	7%
2009 Q1	66	21%	38%	26%	6%	9%

Customer Service

14. As the chart below illustrates, satisfaction with all aspects of customer service was highest in 2009, before declining in 2010 to a level similar to that reported in 2008.
15. Respondents were consistently most satisfied that the staff they dealt with were courteous, with at least 4 in 5 satisfied within each survey period.
16. Having increased in 2009, the proportion satisfied with the impartiality and empathy shown by staff fell back again in 2010.
17. Similarly, levels of satisfaction with the helpfulness of staff and that staff did what they said they would rose to around 7 in 10 in 2009 but then declined in 2010.



Staff were courteous

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	425	47%	33%	12%	3%	5%
2009 Q1	107	51%	36%	4%	3%	7%
2010 Q1	79	43%	37%	13%	3%	5%

Staff were helpful

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	423	40%	25%	15%	8%	12%
2009 Q1	106	42%	28%	9%	8%	12%
2010 Q1	79	39%	23%	18%	9%	11%

Staff were impartial

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	396	31%	21%	23%	8%	17%
2009 Q1	101	35%	26%	22%	6%	12%
2010 Q1	77	39%	16%	16%	13%	17%

Staff showed empathy

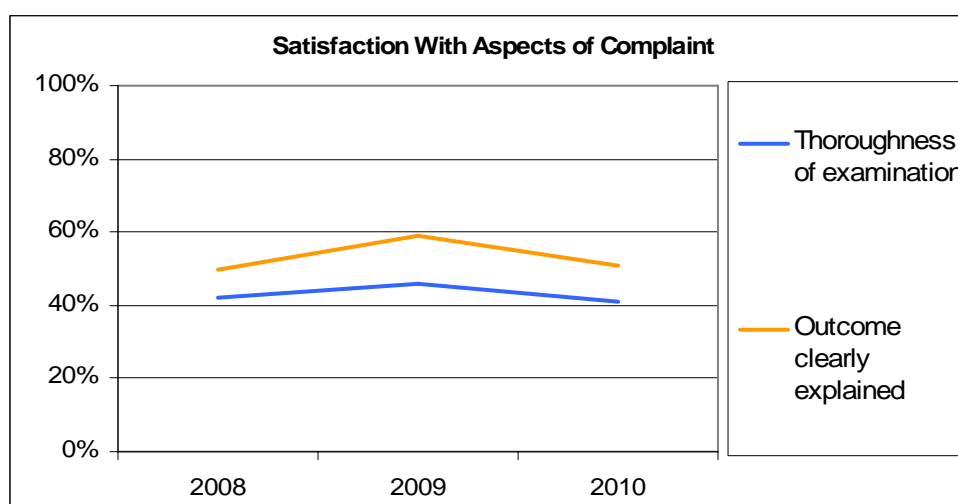
	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	395	29%	19%	26%	9%	17%
2009 Q1	102	34%	26%	20%	7%	13%
2010 Q1	77	29%	23%	16%	13%	19%

Staff did what they said they would do

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	415	35%	25%	16%	9%	15%
2009 Q1	105	36%	32%	14%	4%	13%
2010 Q1	78	33%	23%	23%	8%	13%

Your Complaint

18. Again, respondent satisfaction with both the thoroughness of the SPSO's examination of their complaint and the clarity with which the outcome was explained was highest in 2009, and then fell in 2010.
19. As illustrated in the chart below, approaching 1 in 2 were satisfied with the thoroughness with which their complaint was examined in 2009 but this fell to around 2 in 5 in 2010. Having reached almost 3 in 5 in 2009, satisfaction with the clarity of the explanation also fell in 2010, in this case to around 1 in 2 respondents.



The thoroughness of the SPSO's examination of your complaint

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	453	19%	23%	14%	15%	28%
2009 Q1	115	18%	28%	11%	18%	24%
2010 Q1	92	24%	17%	14%	14%	30%

The outcome of your complaint was explained clearly to you

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	433	21%	29%	17%	13%	20%
2009 Q1	113	24%	35%	12%	11%	19%
2010 Q1	92	27%	24%	13%	18%	17%

Communication and Access

20. The proportion of respondents who were satisfied with written communications received from the SPSO has remained relatively stable over the 3 survey periods (at around 2 in 3). Although 2010 saw a slight decline in levels of satisfaction overall, there was an increase in the proportion of respondents that were very satisfied with this aspect of the SPSO's service.
21. After increasing significantly in 2009 (to 4 in 5), the proportion of respondents who were satisfied with telephone contact declined in 2010 (to around 3 in 5).
22. Although the proportion of respondents satisfied with the frequency of updates received fell in 2010, more than 1 in 2 remained satisfied, a slightly higher proportion than in 2008.
23. Satisfaction with the level of information received when being updated was consistent across the 3 survey periods at just over 1 in 2 satisfied.
24. However, in line with many of the other results, satisfaction with the ease with which staff members could be contacted peaked in 2009 (at 3 in 4). In 2010, overall satisfaction fell back to around the 2008 level (of around 2 in 3).
25. Although the base number of respondents is low across all survey periods, the results may indicate increased dissatisfaction with the quality of communication when different formats are being used. In 2010 of the 4 respondents who answered this question, 3 reported being very dissatisfied.

The way in which the SPSO communicated with you in writing

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	468	29%	39%	13%	9%	10%
2009 Q1	119	28%	39%	16%	8%	8%
2010 Q1	96	34%	30%	17%	10%	8%

The way in which the SPSO communicated with you by telephone

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	327	31%	35%	15%	7%	13%
2009 Q1	80	40%	39%	9%	5%	8%
2010 Q1	62	31%	27%	16%	15%	11%

The frequency of updates

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	411	20%	30%	20%	13%	17%
2009 Q1	106	17%	42%	17%	14%	9%
2010 Q1	86	26%	27%	20%	14%	14%

The level of information when you received an update

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	410	20%	33%	19%	13%	15%
2009 Q1	106	23%	30%	21%	11%	15%
2010 Q1	86	28%	26%	22%	10%	14%

How easy it was to get in touch with the member of staff dealing with your complaint

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	380	29%	37%	18%	6%	11%
2009 Q1	88	35%	40%	11%	8%	6%
2010 Q1	75	31%	33%	21%	3%	12%

If you used a different format (e.g. Braille) or language, the quality of the communication

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	33	18%	15%	36%	-	30%
2009 Q1	9	11%	56%	22%	-	11%
2010 Q1	4	-	25%	-	-	75%

In Summary

26. Overall satisfaction with the service received from the SPSO remained fairly constant across the 3 survey periods at around 1 in 2 respondents. In each year, around 1 in 4 was very dissatisfied with the service they had received.
27. In both 2008 and 2009 just under 1 in 2 were satisfied with the length of time the SPSO took to deal with their complaint; satisfaction levels rose slightly (to over 1 in 2) in 2010.
28. In 2008 and 2009 the highest proportion of those satisfied reported that the SPSO had taken between 6 weeks and 6 months to complete their case. Perhaps surprisingly, in 2010 a higher proportion of those whose case had taken more than 6 months were satisfied (although it should be noted that the base number of respondents is low and this finding should be viewed as indicative rather than statistically robust).
29. In each survey period more than 1 in 2 respondents agreed that they would use the SPSO again, although the proportion that strongly disagreed also remained relatively constant at around 1 in 4. While around 1 in 2 also agreed that they would recommend the SPSO to others, around 1 in 3 strongly disagreed with this proposition.
30. Fewer than 1 in 2 agreed that the SPSO contributes to improving public services in Scotland and the proportion of respondents that strongly disagreed also remained relatively constant at around 3 in 10.

The service you received from the SPSO

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	472	22%	27%	13%	14%	23%
2009 Q1	120	23%	23%	13%	17%	24%
2010 Q1	98	33%	17%	10%	13%	27%

Satisfaction with service Received by Length of Case - 2008

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	202	23%	26%	14%	16%	20%
6 weeks to 6 months	134	21%	32%	9%	8%	30%
6 + months	94	19%	28%	16%	14%	23%

Satisfaction with service Received by Length of Case - Q1 2009

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	52	19%	21%	12%	21%	27%
6 weeks to 6 months	27	19%	33%	15%	11%	22%
6 + months	32	31%	16%	19%	16%	19%

Satisfaction with service Received by Length of Case - Q1 2010

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	48	31%	23%	10%	13%	23%
6 weeks to 6 months	42	31%	10%	10%	17%	33%
6 + months	7	57%	14%	14%	-	14%

Satisfaction with service Received by Outcome - 2008

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	84	32%	25%	11%	13%	19%
Step 2	96	17%	29%	19%	11%	24%
Step 3	171	16%	29%	13%	13%	27%
Step 4	79	28%	29%	8%	14%	22%

Satisfaction with service Received by Outcome - Q1 2009

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	27	26%	19%	11%	22%	22%
Step 2	17	6%	12%	6%	35%	41%
Step 3	48	21%	27%	23%	6%	23%
Step 4	18	33%	28%	6%	22%	11%

Satisfaction with service Received by Outcome - Q1 2010

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	31	29%	29%	10%	13%	19%
Step 2	8	38%	-	13%	13%	38%
Step 3	48	29%	10%	8%	17%	35%
Step 4	10	60%	20%	20%	-	-

The length of time it took the SPSO to deal with your complaint

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2008 Full Year	468	21%	27%	18%	12%	23%
2009 Q1	120	15%	33%	23%	13%	16%
2010 Q1	95	25%	29%	13%	12%	21%

Satisfaction with length of time taken by Length of Case - 2008

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	199	30%	29%	21%	8%	13%
6 weeks to 6 months	133	17%	28%	17%	14%	25%
6 + months	94	7%	23%	12%	17%	40%

Satisfaction with length of time taken by Length of Case - Q1 2009

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	52	21%	33%	27%	8%	12%
6 weeks to 6 months	27	11%	41%	22%	11%	15%
6 + months	32	6%	25%	19%	25%	25%

Satisfaction with length of time taken by Length of Case - Q1 2010

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	46	24%	35%	17%	13%	11%
6 weeks to 6 months	41	27%	22%	7%	12%	32%
6 + months	7	14%	43%	14%	-	29%

Satisfaction with length of time taken by Outcome - 2008

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	82	38%	26%	10%	10%	17%
Step 2	93	25%	30%	22%	8%	16%
Step 3	172	16%	29%	22%	10%	23%
Step 4	79	10%	22%	10%	22%	37%

Satisfaction with length of time taken by Outcome - Q1 2009

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	27	26%	41%	22%	4%	7%
Step 2	16	13%	6%	31%	19%	31%
Step 3	49	10%	39%	24%	12%	14%
Step 4	18	11%	22%	17%	28%	22%

Satisfaction with length of time taken by Outcome - Q1 2010

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	30	27%	40%	10%	13%	10%
Step 2	7	29%	14%	29%	14%	14%
Step 3	47	26%	21%	11%	13%	30%
Step 4	10	10%	50%	20%	-	20%

You would use the SPSO again

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2008 Full Year	469	29%	23%	14%	9%	24%
2009 Q1	119	30%	26%	7%	13%	24%
2010 Q1	96	35%	19%	11%	8%	26%

Use the SPSO again by Length of Case - 2008

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	203	34%	22%	16%	9%	19%
6 weeks to 6 months	132	25%	24%	12%	8%	31%
6 + months	92	27%	25%	15%	7%	26%

Use the SPSO again by Length of Case - Q1 2009

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	50	28%	24%	6%	18%	24%
6 weeks to 6 months	27	26%	30%	11%	15%	19%
6 + months	32	34%	31%	6%	6%	22%

Use the SPSO again by Length of Case - Q1 2010

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	46	39%	22%	11%	9%	20%
6 weeks to 6 months	42	29%	17%	12%	10%	33%
6 + months	7	57%	14%	-	-	29%

Use the SPSO again by Outcome - 2008

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	86	41%	24%	8%	5%	22%
Step 2	97	32%	23%	20%	9%	16%
Step 3	167	20%	23%	16%	11%	30%
Step 4	77	35%	23%	13%	5%	23%

Use the SPSO again by Outcome - Q1 2009

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	26	38%	15%	8%	19%	19%
Step 2	17	12%	18%	6%	24%	41%
Step 3	48	25%	35%	10%	10%	19%
Step 4	17	41%	35%	-	6%	18%

Use the SPSO again by Outcome - Q1 2010

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	30	37%	27%	10%	10%	17%
Step 2	8	38%	13%	13%	-	38%
Step 3	47	28%	17%	13%	9%	34%
Step 4	10	70%	10%	-	10%	10%

You would recommend the SPSO to others

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2008 Full Year	470	29%	21%	11%	10%	29%
2009 Q1	121	31%	19%	12%	8%	30%
2010 Q1	97	33%	16%	10%	9%	31%

Recommend SPSO to others by Length of Case - 2008

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	202	35%	17%	14%	10%	23%
6 weeks to 6 months	132	24%	24%	8%	11%	33%
6 + months	94	24%	24%	11%	7%	33%

Recommend SPSO to others by Length of Case - Q1 2009

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	52	27%	19%	10%	10%	35%
6 weeks to 6 months	27	30%	22%	15%	15%	19%
6 + months	32	38%	19%	16%	3%	25%

Recommend SPSO to others by Length of Case - Q1 2010

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	47	34%	19%	13%	9%	26%
6 weeks to 6 months	42	29%	17%	5%	12%	38%
6 + months	7	57%	-	14%	-	29%

Recommend SPSO to others by Outcome - 2008

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	85	41%	20%	8%	6%	25%
Step 2	97	30%	20%	20%	10%	21%
Step 3	168	21%	21%	10%	13%	35%
Step 4	78	33%	23%	9%	6%	28%

Recommend SPSO to others by Outcome - Q1 2009

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	27	37%	11%	4%	15%	33%
Step 2	17	12%	12%	24%	6%	47%
Step 3	49	27%	27%	16%	10%	20%
Step 4	17	47%	24%	6%	0%	24%

Recommend SPSO to others by Outcome - Q1 2010

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	30	33%	23%	17%	10%	17%
Step 2	8	25%	25%	-	0%	50%
Step 3	48	27%	15%	6%	10%	42%
Step 4	10	70%	-	10%	10%	10%

The SPSO contributes to improving public services in Scotland

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2008 Full Year	461	25%	21%	14%	10%	30%
2009 Q1	117	30%	14%	16%	9%	31%
2010 Q1	95	29%	19%	12%	7%	33%

The SPSO contributes to improving public services by Length of Case - 2008

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	197	30%	18%	16%	8%	27%
6 weeks to 6 months	131	23%	22%	9%	10%	36%
6 + months	92	18%	26%	18%	10%	27%

The SPSO contributes to improving public services by Length of Case - Q1 2009

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	50	30%	12%	16%	4%	38%
6 weeks to 6 months	26	23%	23%	15%	12%	27%
6 + months	32	34%	9%	19%	19%	19%

The SPSO contributes to improving public services by Length of Case - Q1 2010

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Up to 6 weeks	46	30%	22%	15%	7%	26%
6 weeks to 6 months	42	26%	17%	7%	10%	40%
6 + months	7	57%	-	14%	-	29%

The SPSO contributes to improving public services by Outcome - 2008

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	82	39%	20%	7%	7%	27%
Step 2	94	24%	18%	21%	12%	24%
Step 3	169	18%	22%	14%	9%	37%
Step 4	75	28%	25%	13%	8%	25%

The SPSO contributes to improving public services by Outcome - Q1 2009

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	25	40%	8%	12%	4%	36%
Step 2	17	18%	6%	24%	12%	41%
Step 3	48	25%	19%	15%	15%	27%
Step 4	17	41%	12%	24%	6%	18%

The SPSO contributes to improving public services by Outcome - Q1 2010

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Step 1	29	31%	21%	21%	10%	17%
Step 2	8	-	50%	-	-	50%
Step 3	48	27%	15%	8%	8%	42%
Step 4	10	70%	-	10%	-	20%

Aspects Respondents Particularly Satisfied/ Dissatisfied With

	2008		2009 Q1		2010 Q1	
	n	%	n	%	n	%
SPSO biased/ineffective	106	27%	26	32%	14	25%
Complaint not investigated thoroughly	70	18%	7	9%	12	21%
Poor communication / overly complicated process	45	11%	6	7%	4	7%
Too slow a process	41	10%	5	6%	6	11%
SPSO effective / good communication	39	10%	7	9%	4	7%
SPSO staff professional and helpful	26	7%	15	18%	9	16%
SPSO advised poorly / lack of expertise	11	3%	2	2%	2	4%
Non SPSO issue	20	5%	7	9%	0	0%
More face to face contact or site visits	8	2%	0	0%	2	4%
Lack of alternatives offered	5	1%	0	0%	0	0%
Other	24	6%	7	9%	4	7%
Base (n)	395		82		57	

APPENDIX 1: SURVEY RESULTS BY SUBJECT GROUP 2009

Information you were given by the SPSO

Clarity of Information Received by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	36	16	17	2	1	-
Housing Associations	6	1	4	-	1	-
Local Authority	52	12	26	7	4	3
Further and Higher Education	4	1	1	2	-	-
Scottish Government	7	1	4	2	-	-

Usefulness of Advice by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	12	4	2	1	2	3
Housing Associations	5	-	1	1	2	1
Local Authority	31	2	7	5	7	10
Further and Higher Education	3	1	-	1	1	-
Scottish Government	5	-	-	1	2	2

Role of the SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	36	16	14	5	1	-
Housing Associations	8	2	2	2	1	1
Local Authority	54	8	23	6	7	10
Further and Higher Education	3	1	-	1	-	1
Scottish Government	7	-	3	2	1	1

Information on the Website by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	20	6	11	3	-	-
Housing Associations	2	-	1	-	1	-
Local Authority	31	2	11	10	2	6
Further and Higher Education	3	1	1	1	-	-
Scottish Government	5	1	1	2	1	-

Customer Service

Courteousness of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	32	19	12	-	-	1
Housing Associations	7	4	2	1	-	-
Local Authority	46	21	18	3	1	3
Further and Higher Education	4	1	2	-	1	-
Scottish Government	6	2	2	-	1	1

Helpfulness of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	31	15	11	2	2	1
Housing Associations	6	3	-	2	1	-
Local Authority	46	17	14	5	2	8
Further and Higher Education	4	1	1	1	1	-
Scottish Government	7	1	2	-	2	2

Impartiality of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	29	14	7	5	2	1
Housing Associations	6	3	1	2	-	-
Local Authority	45	11	13	13	1	7
Further and Higher Education	4	1	-	2	1	-
Scottish Government	6	1	2	-	1	2

Empathy Displayed by Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	29	13	9	4	2	1
Housing Associations	6	2	1	2	1	-
Local Authority	46	12	13	11	2	8
Further and Higher Education	4	1	-	2	-	1
Scottish Government	5	1	2	-	1	1

Staff Did What They Said They Would by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	29	14	9	1	3	2
Housing Associations	6	3	-	3	-	-
Local Authority	47	15	17	7	-	8
Further and Higher Education	4	1	-	1	1	1
Scottish Government	7	1	2	3	-	1

Your Complaint

Thoroughness of Examination of Complaint by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	35	10	8	7	4	6
Housing Associations	6	-	2	1	2	1
Local Authority	51	6	18	3	10	14
Further and Higher Education	4	1	-	-	2	1
Scottish Government	7	1	1	1	1	3

Clarity of Explanation of Outcome by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	34	13	13	1	4	3
Housing Associations	6	-	1	3	-	2
Local Authority	49	9	18	6	6	10
Further and Higher Education	4	1	2	1	-	-
Scottish Government	8	1	2	1	1	3

Communication and Access

Quality of Written Communication by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	37	19	10	5	2	1
Housing Associations	7	-	4	1	1	1
Local Authority	52	9	23	10	3	7
Further and Higher Education	3	1	-	1	1	-
Scottish Government	8	1	4	1	2	-

Quality of Telephone Communication by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	23	11	9	1	1	1
Housing Associations	3	-	2	-	-	1
Local Authority	36	13	15	4	1	3
Further and Higher Education	3	1	-	1	1	-
Scottish Government	4	2	1	-	1	-

Frequency of Updates by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	34	11	12	6	4	1
Housing Associations	7	-	3	2	1	1
Local Authority	42	2	20	6	8	6
Further and Higher Education	3	1	-	1	1	-
Scottish Government	8	1	3	3	1	-

The level of information when you received an update

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	35	13	11	5	4	2
Housing Associations	6	-	1	3	1	1
Local Authority	43	6	13	11	4	9
Further and Higher Education	3	1	-	1	-	1
Scottish Government	8	1	2	1	3	1

Ease of Contacting SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	27	11	12	-	3	1
Housing Associations	6	1	2	2	1	-
Local Authority	37	12	14	7	1	3
Further and Higher Education	2	1	-	-	1	-
Scottish Government	5	1	2	1	1	-

Quality of Information in Different Formats by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	3	-	3	-	-	-
Housing Associations	1	-	1	-	-	-
Local Authority	4	1	1	1	-	1
Further and Higher Education	1	-	-	1	-	-
Scottish Government	0	-	-	-	-	-

In summary

Overall Satisfaction with Service Received by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	36	15	8	2	5	6
Housing Associations	8	1	2	3	-	2
Local Authority	53	8	12	10	10	13
Further and Higher Education	4	1	-	1	1	1
Scottish Government	8	-	1	-	3	4

Length of Time Taken by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	36	9	14	3	7	3
Housing Associations	8	1	1	2	2	2
Local Authority	53	3	19	15	6	10
Further and Higher Education	4	1	-	2	-	1
Scottish Government	8	2	-	4	-	2

Willingness to Use SPSO Again by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	37	15	12	1	2	7
Housing Associations	8	1	4	2	-	1
Local Authority	52	13	13	4	10	12
Further and Higher Education	4	1	-	1	-	2
Scottish Government	6	1	-	-	3	2

Willingness to Recommend SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	37	17	8	3	2	7
Housing Associations	8	1	3	2	-	2
Local Authority	52	13	10	6	7	16
Further and Higher Education	4	1	-	1	-	2
Scottish Government	8	1	-	2	1	4

Agreement that SPSO Improves Public Services by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	36	16	5	3	6	6
Housing Associations	8	2	2	3	-	1
Local Authority	50	11	7	10	4	18
Further and Higher Education	4	1	-	1	-	2
Scottish Government	8	1	1	-	1	5

APPENDIX 2: SURVEY RESULTS BY SUBJECT GROUP 2010

Information you were given by the SPSO

Clarity of Explanation Received by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	21	10	5	3	1	2
Housing Associations	11	5	3	1	2	0
Local Authority	48	13	22	5	4	4
Further and Higher Education	6	3	3	0	0	0
Scottish Government	5	2	2	1	0	0

Usefulness of Advice by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	16	6	2	2	2	4
Housing Associations	8	3	2	1	1	1
Local Authority	31	6	10	3	2	10
Further and Higher Education	6	1	2	1	1	1
Scottish Government	1	1	-	-	-	-

Role of the SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	22	9	5	3	2	3
Housing Associations	11	5	3	-	3	-
Local Authority	48	14	16	7	6	5
Further and Higher Education	5	2	2	-	-	1
Scottish Government	6	3	1	1	-	1

Information on the Website by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	8	5	1	1	-	1
Housing Associations	3	-	-	2	1	-
Local Authority	29	6	12	5	2	4
Further and Higher Education	6	2	1	3	-	-
Scottish Government	3	-	2	1	-	-

Customer Service

Courteousness of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	19	9	7	2	1	-
Housing Associations	6	2	4	-	-	-
Local Authority	42	18	14	7	-	3
Further and Higher Education	6	2	2	1	-	1
Scottish Government	5	2	2	-	1	-

Helpfulness of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	19	9	4	3	2	1
Housing Associations	7	2	4	1	-	-
Local Authority	41	16	7	10	3	5
Further and Higher Education	6	1	2	-	2	1
Scottish Government	5	2	1	-	-	2

Impartiality of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	19	8	2	5	3	1
Housing Associations	7	2	4	-	-	1
Local Authority	39	15	5	5	5	9
Further and Higher Education	6	2	1	1	1	1
Scottish Government	5	2	-	1	1	1

Empathy Displayed by Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	18	5	5	3	2	3
Housing Associations	7	2	4	-	1	-
Local Authority	41	13	7	6	7	8
Further and Higher Education	6	2	1	1	-	2
Scottish Government	4	-	-	2	-	2

Staff Did What They Said They Would by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	18	7	4	5	1	1
Housing Associations	7	2	4	1	-	-
Local Authority	41	13	8	10	2	8
Further and Higher Education	6	2	1	-	2	1
Scottish Government	5	1	1	2	1	-

Your Complaint

Thoroughness of Examination of Complaint by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	22	11	47	6	5	22
Housing Associations	7	1	11	1	2	7
Local Authority	3	3	9	1	-	3
Further and Higher Education	4	3	5	1	-	4
Scottish Government	3	1	6	1	1	3

Clarity of Explanation of Outcome by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	22	8	4	4	4	2
Housing Associations	11	1	6	-	2	2
Local Authority	47	13	10	6	8	10
Further and Higher Education	6	1	1	1	2	1
Scottish Government	5	2	1	1	-	1

Communication and Access

Quality of Written Communication by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	23	7	6	6	3	1
Housing Associations	11	5	4	-	1	1
Local Authority	49	17	15	8	4	5
Further and Higher Education	6	1	2	1	1	1
Scottish Government	6	2	2	1	1	-

Quality of Telephone Communication by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	14	5	3	3	2	1
Housing Associations	5	1	3	-	1	-
Local Authority	37	12	10	4	5	6
Further and Higher Education	3	1	-	2	-	-
Scottish Government	2	-	1	-	1	-

Frequency of Updates by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	22	5	5	7	2	3
Housing Associations	8	3	3	-	2	-
Local Authority	42	11	11	6	7	7
Further and Higher Education	6	1	1	3	1	-
Scottish Government	6	1	3	1	-	1

The level of information when you received an update

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	21	6	5	3	6	1
Housing Associations	8	1	5	-	1	1
Local Authority	44	13	9	12	2	8
Further and Higher Education	6	1	2	2	-	1
Scottish Government	6	2	1	2	-	1

Ease of Contacting SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	16	5	5	3	1	2
Housing Associations	7	2	4	-	-	1
Local Authority	39	13	12	8	1	5
Further and Higher Education	6	1	2	3	-	-
Scottish Government	6	1	2	2	-	1

Quality of Information in Different Formats by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	1	-	-	-	-	1
Housing Associations	1	-	1	-	-	-
Local Authority	2	-	-	-	-	2
Further and Higher Education	0	-	-	-	-	-
Scottish Government	0	-	-	-	-	-

In summary

Overall Satisfaction with Service Received by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	25	10	2	3	6	4
Housing Associations	11	3	4	-	1	3
Local Authority	49	15	8	5	5	16
Further and Higher Education	6	1	1	2	1	1
Scottish Government	6	3	1	-	-	2

Length of Time Taken by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	23	6	6	4	4	3
Housing Associations	11	3	5	-	2	1
Local Authority	48	13	11	5	4	15
Further and Higher Education	6	1	2	2	1	-
Scottish Government	6	-	4	1	-	1

Willingness to Use SPSO Again by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	24	11	48	6	6	24
Housing Associations	11	4	15	2	2	11
Local Authority	2	3	10	1	2	2
Further and Higher Education	3	-	5	1	1	3
Scottish Government	3	-	4	1	-	3

Willingness to Recommend SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	24	10	2	3	4	5
Housing Associations	11	4	3	-	-	4
Local Authority	49	15	8	3	5	18
Further and Higher Education	6	1	1	2	-	2
Scottish Government	6	2	2	1	-	1

Agreement that SPSO Improves Public Services by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	24	9	4	3	3	5
Housing Associations	11	4	3	-	-	4
Local Authority	48	13	8	5	3	19
Further and Higher Education	6	1	1	2	-	2
Scottish Government	6	2	1	1	1	1