

SPSO Complainant Survey Analysis

2008/09

Report

by

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EXECUTIVE SUMMARY

1. Following the publication of its first customer satisfaction survey in February 2008, the SPSO commissioned Craigforth Consultants to carry out a one year rolling survey of complainant views on its service¹.

Main findings

2. An organisation's staff can play a key role in overall satisfaction amongst complainants. Satisfaction with the courtesy and helpfulness of SPSO staff was high (in these areas 4 out of 5 respondents (80%) and around 2 out of 3 (65%) were satisfied respectively), while around 2 out of 3 respondents were satisfied with staff's reliability (60%). Around half of respondents were satisfied with both the empathy staff showed and their impartiality (48% and 52% respectively).
3. Satisfaction with the information provided by the SPSO was high; 73% of respondents were satisfied that the information provided by the SPSO clearly explained the complaints handling process.
4. People felt that the SPSO communicates well – around 2 out of 3 respondents were satisfied with the different ways the SPSO communicates. Scores for how SPSO staff communicate in writing, by telephone and how easy it was to get in touch with case handlers were 68%, 66% and 66% respectively.
5. Just over 4 out of 10 (42%) of respondents were satisfied with how thoroughly the SPSO had examined their complaint with an equal number of respondents (42%) being dissatisfied. This was an improvement in this area compared to the 2008 findings.
6. An area of dissatisfaction was the time the SPSO took to deal with the complaint - 48% were satisfied and 35% dissatisfied. However, there was no clear correlation between satisfaction with the service and the time taken to decide on a case.
7. Overall, just over 52% of respondents were satisfied with the service they received from the SPSO whereas 35% were dissatisfied. This is an improvement on the results of the previous SPSO survey and is broadly in line with results from other public sector ombudsman surveys.
8. In response to an open ended question about satisfaction, some complainants suggested they had been under the impression that the SPSO was a consumer watchdog type organisation. The perception that the ombudsman is there to act on behalf of the complainant may have influenced the overall satisfaction rating of 52%.

¹ The SPSO's first user satisfaction survey was published in February 2008 and is available on its website at <http://www.spsso.org.uk/media-centre/research>.

9. The correlation between satisfaction and a complaint being upheld and dissatisfaction with a complaint not being upheld was evident, as is the case in public sector ombudsman surveys generally. This of course holds some very real challenges for ombudsmen – their purpose is to rule fairly and objectively on the complaints brought to them; there is no capacity to boost satisfaction levels by adjusting the fundamental principles and laws under which such organisations operate.

1. INTRODUCTION

- 1.1. The Scottish Public Services Ombudsman (SPSO) wished to look at complainants' experiences of its services. Consequently it commissioned research to look at levels of satisfaction, its strengths and areas where its performance could be improved. This is the second year that such research has been undertaken with the previous study's findings having been published in February 2008².

Methodological Approach

- 1.2. The research was carried out through postal survey. Self-completion surveys were issued to all those who had made a complaint to the SPSO and whose case had been determined. The SPSO issued the surveys on a rolling basis and all of the 1,536 complainants whose case was closed between April 2008 and the end of March 2009 were sent a survey³.
- 1.3. The completed surveys were returned directly to Craigforth using a pre-paid envelope sent with the survey. By the point at which the survey was closed (26 May 2009) 488 analysable returns had been received. This represents a response rate of 32%. This is a relatively high response rate for a survey of this type, particularly given that reminder letters were not issued to non-respondents⁴.
- 1.4. Throughout this report base numbers in tables will vary on a question by question basis. Not every respondent answers every question. On occasions the base number may also be higher than the number of responses. This is due to opportunities to select multiple answers. Rounding means that total percentages may not always add up to 100%.
- 1.5. Some comparison will be made with the findings from the 2007-08 survey but it must be remembered that significant differences exist between the survey used in 2007-08 and the current survey.
- 1.6. This report presents basic frequency analysis. It includes some more detailed cross-tabulations but only when it is relevant and informative to do so.
- 1.7. It should also be noted that comparator information is not provided for other public service ombudsman. Very few studies of this type have been published although a notable exception is the Local Government Ombudsman's 2007 Customer Satisfaction Survey⁵. While that study found overall satisfaction levels similar to those found by this survey⁶, the methodologies were very different and as a result direct comparisons cannot meaningfully be drawn.

² The 2007-08 research gathered the views of complainants who had had their complaint determined between July 2006 and June 2007. This meant that some complainants had first contacted the SPSO as early as 2004, when different complaints handling procedures were in place.

³ Some discretion was given to SPSO staff to avoid sending more than one survey to the same individual or organisation etc.

⁴ Based on our experience issuing reminders tends to boost response rates by between 10% - 20%.

⁵ Available from the LGO website: <http://www.lgo.org.uk>

⁶ 49% of complainants were satisfied with the LGO's overall service; 52% were satisfied with the SPSO's overall service.

2. WHO WERE THE RESPONDENTS?

- 2.1. This section examines the key characteristics of those who responded to the survey.
- 2.2. Almost all of those contributing to the research were aged 35 years or over (94% of all respondents). A small number of 19 - 34 year olds returned a survey but there were no respondents that were under the age of 19. This is not necessarily surprising and may simply reflect lower use of the service by younger people. Equally young people tend to be less likely to respond to research surveys of this type.
- 2.3. As the information in the table below demonstrates the age profile of survey respondents is generally 'older' than that for the population of Scotland as a whole.

Age of respondents

Age	Respondents	Age Distribution of population of Scotland
Under 16	0%	18%
16-18	-	4%
19-24	1%	8%
25-34	6%	12%
35-44	16%	15%
45-54	26%	14%
55-64	28%	12%
65 +	24%	17%
Base (n)	446	5,168,500

- 2.4. The following table sets out the ethnicity of respondents. Four out of five respondents (79%) identified themselves as 'White Scottish' and the majority of the remaining respondents also identified themselves as white. Only 8 surveys were returned by people who identified themselves as belonging to another ethnic group.
- 2.5. While this figure seems low it equates to 1.79% of all respondents and is, therefore, broadly in line with the overall profile for Scotland. In Scotland, based on the 2001 Census (these figures are relatively old but are the latest available), the minority ethnic population was just over 100,000 people or 2.01% of the total population⁷.

⁷ Based on Census 2001 and sourced from <http://www.scotland.gov.uk/Resource/Doc/47210/0025543.pdf>

Ethnicity of respondents

		Percentage	Number
White	Scottish	79%	354
	Other British	15%	69
	Irish	1%	3
	Any other White background	3%	12
Asian, Asian Scottish or Asian British	Indian	-	-
	Pakistani	0%	1
	Bangladeshi	-	-
	Chinese	-	-
	Any other Asian background	0%	2
Black, Black Scottish or Black British	Caribbean	0%	1
	African	0%	1
	Any other Black background	-	-
Other	Any Mixed background	0%	2
	Any other background	0%	1
	Base (n)	446	446

- 2.6. The survey next asked respondents about any disability they might have. Seven out of 10 respondents reported having no disability (72%). Respondents who reported a disability were asked to identify as many categories as applied to them. Of the 115 people (28%) in this category, 41 people (10%) identified that they had more than one type of disability.

Respondents with a disability

	Respondents
One type of disability	18%
Two or more types of disability	10%
<i>None reported</i>	72%
Base (n)	409

- 2.7. Among those that reported having a disability, problems with physical mobility was the most common (16% of all respondents). A small proportion had problems with impaired hearing (5% of all respondents) and poor sight/blindness (4% of all respondents). An additional 15%, or 1 out of 6 respondents, reported having another form of disability.

Type of disability

	Respondents
Impaired hearing	5%
Poor sight/ blindness	4%
Problems with physical mobility	16%
Other disability	15%
<i>None reported</i>	72%
Base (n)	115

- 2.8. Based on information provided by the SPSO, Craigforth is able to calculate the time taken to reach a decision on a respondent's case, the subject area of the complaint, and the eventual outcome. This information is useful to consider because of the impact it can have on more levels of satisfaction with other aspects of the service.
- 2.9. Just under half of all respondents had their case resolved in less than 6 weeks (48%). At the other end of the spectrum, 1 out of 5 complaints (21%) took longer than 6 months to be finally determined. There is an established link between the time taken to reach a decision and complainant satisfaction⁸.

Time taken to decide on case

	Respondents
Up to 6 weeks	48%
6 weeks to 6 months	31%
6 months plus	21%
Base (n)	446

- 2.10. Almost half of all returned surveys related to a complaint about a Local Authority's service (48%), with 1 out of 3 (33%) relating to a health matter. Housing Association and Scottish Government related complaints both stood at 8% with the remaining 3% of respondents having made a Higher or Further Education related complaint.
- 2.11. Overall, this distribution is broadly in line with that of cases dealt with by the SPSO, although a higher proportion of survey respondents had made a complaint about a health service or the Scottish Government than was the case for all complainants. Conversely, a lower proportion of survey respondents had made a complaint about a Local Authority, Housing Association of Further or Higher Education body than was the case for all complainants.

Subject of complaint

	Respondents	Complaints determined 2008/09 ⁹
Health	33%	23%
Housing Association	8%	11%
Local Authority	48%	54%
Further/Higher Education	3%	7%
Scottish Gov & Devolved Admin	8%	3%
Base (n)	436	2875

Note: percentages for SPSO complaints determined do not sum to 100% as 2% of complaints were out of jurisdiction or the sector was unknown.

- 2.12. The pre-coding of the surveys also allowed Craigforth to know which stage a case reached. They are divided into 4 groups:

⁸ Other research, such as for Otelio and the Energy Ombudsman, found a relatively strong relationship between the time taken to decide a case and overall satisfaction.

⁹ SPSO statistics are available at <http://www.spsso.org.uk/statistics>:

- Step 1 relates to complaints that were regarded as premature following consideration;
- Step 2 relates to complaints that were considered premature or out of jurisdiction following further consideration;
- Step 3 covers those complaints that were determined after detailed consideration; and
- Step 4 is the complaints that were reported to the Parliament after investigation.

2.13. The largest proportion of cases ended at step 3 (39%). The remaining cases were relatively evenly distributed between reaching Stages 1, 2 and 4, with around 1 out of 5 respondents falling into each category.

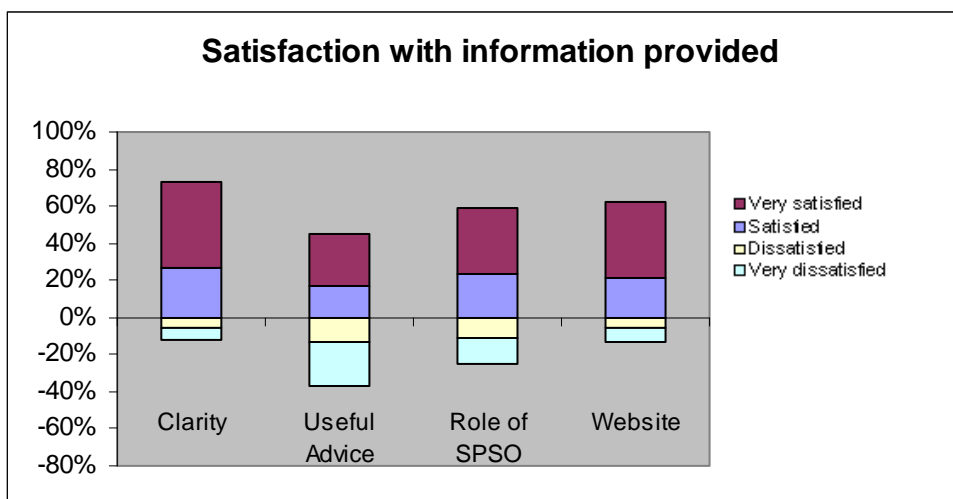
Step that case reached

	Respondents
Step 1	20%
Step 2	22%
Step 3	39%
Step 4	18%
Base (n)	446

3. INFORMATION PROVIDED BY THE SPSO

- 3.1. The survey asked respondents to rate the information that was provided to them by the SPSO. Participants were presented with four different statements and were asked to rate their satisfaction on a scale of 'very satisfied' to 'very dissatisfied'¹⁰.
- 3.2. Almost 3 out of 4 respondents (73%) were satisfied that the information provided by the SPSO clearly explained the complaints handling process. This included 27% who were very satisfied. This is a slight reduction compared to the results published in 2008 (when around 8 out of 10 respondents were satisfied with the information contained in the SPSO's leaflets).
- 3.3. However, when the SPSO was unable to consider a complaint satisfaction with information provided was significantly lower with under half of respondents satisfied (46%). Dissatisfaction was correspondingly high with 1 out of 4 respondents (24%) actually very dissatisfied. These findings do need to be considered in context and it is not surprising that the level of dissatisfaction was higher among people who found that the SPSO was not able to assist them in the way they may have hoped.
- 3.4. Almost 3 out of 5 (59%) were satisfied that the SPSO had clearly explained what they could and could not do to resolve their complaint. This included 24% who were very satisfied. There is some improvement here compared to the results published in 2008. In that year, 60% of respondents reported that they were dissatisfied with the explanation given for a complaint not being taken to the formal investigation stage and 43% were very dissatisfied with this aspect of the SPSO's service.
- 3.5. Just over half (52%) of all respondents answered a question about the information on the SPSO's website. Of these, almost 2 out of 3 respondents (63%) were satisfied with the information available.

¹⁰ 'Not applicable' answers have been removed from the calculations as some questions could not be answered by all respondents – i.e. they may not have used that particular aspect of the SPSO's service. For this reason base numbers for each question vary quite considerably.

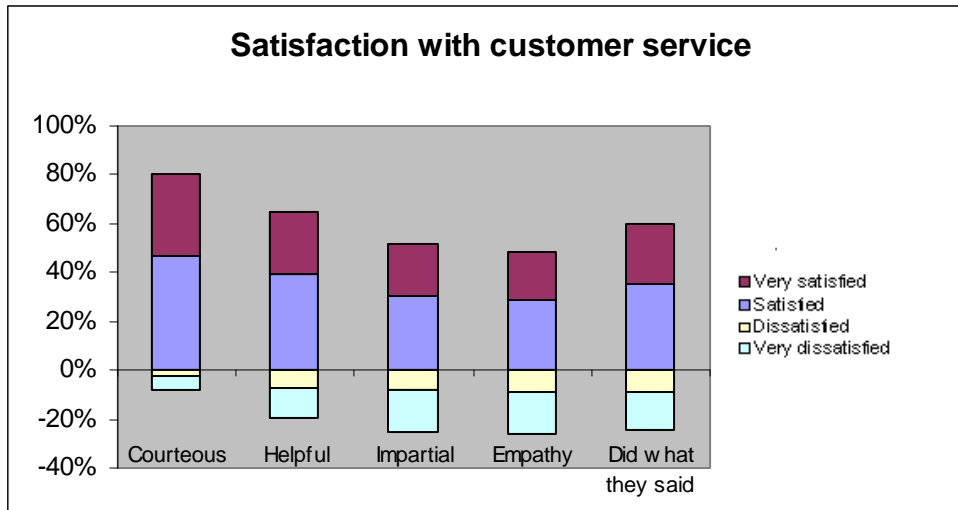


Information you were given by the SPSO

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The information / leaflets you received clearly explained how your complaint would be handled	470	27%	46%	15%	6%	7%
If the SPSO was unable to consider your complaint, they gave useful advice about where you could look for assistance	291	18%	28%	18%	13%	24%
The SPSO clearly explained to you what they can and cannot do to try to resolve your complaint	472	24%	35%	16%	11%	14%
The information on the SPSO's website	255	21%	42%	25%	6%	7%

4. CUSTOMER SERVICE

- 4.1. The next section of the survey deals with complainants' experience of the SPSO's staff. Craigforth's experience of working with other ombudsman services suggests that the organisation's staff can play a key role in overall satisfaction amongst complainants – when people have a high opinion of the staff they have dealt with they are more likely to be satisfied with their overall experience.
- 4.2. Complainants were given five short statements relating to the service they received from the staff (courtesy, helpfulness, impartiality, empathy and reliability) and asked how satisfied they were with each.
- 4.3. The highest satisfaction levels were in relation to courtesy with 4 out of 5 respondents satisfied that they had been treated in a courteous manner (80%). In fact, almost half (47%) were very satisfied.
- 4.4. Complainants were also generally positive regarding the helpfulness of the staff. 2 out of 3 were satisfied that the staff had been helpful (65%) including 40% who were very satisfied. However, 1 out of 5 respondents were dissatisfied (20%).
- 4.5. Around two out of three respondents were satisfied with the reliability of the SPSO's staff (60%). This included over 1 out of 3 who felt very satisfied that the staff had done what they said they would do (35%). However, around 1 out of 4 respondents were dissatisfied to some extent (24%) with 1 out of 6 (15%) being very dissatisfied.
- 4.6. Respondent satisfaction in relation to the empathy staff showed and their impartiality was 48% and 52% respectively. In the case of impartiality this may in part be related to the expectations that complainants have of the SPSO's service; they were perhaps disappointed with the impartiality of the staff because they wanted to feel that the SPSO was on their side. This is backed up by some of the responses to the open ended question with some complainants suggesting that they had been under the impression that the SPSO was a consumer watchdog type organisation.

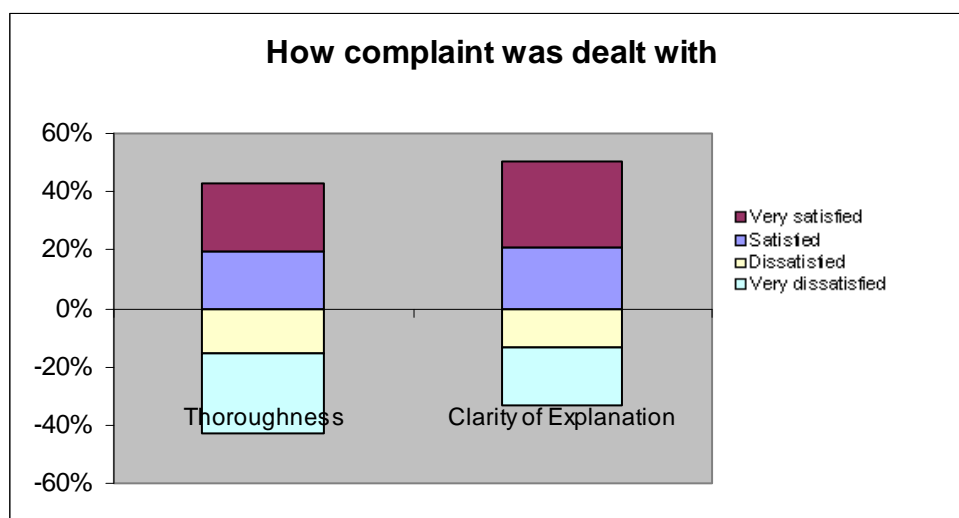


Satisfaction with customer service

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Staff were courteous	425	47%	33%	12%	3%	5%
Staff were helpful	423	40%	25%	15%	8%	12%
Staff were impartial	396	31%	21%	23%	8%	17%
Staff showed empathy	395	29%	19%	26%	9%	17%
Staff did what they said they would do	415	35%	25%	16%	9%	15%

5. THE COMPLAINT

- 5.1. The next section of the survey asks about the respondent's satisfaction with how their complaint was dealt with – focussing on the thoroughness of the SPSO's examination of the complaint, and the clarity with which the outcome was explained to the complainant.
- 5.2. Just over 4 out of 10 respondents (42%) were satisfied with the thoroughness of the SPSO's investigation into their complaint with an equal number of respondents (42%) being dissatisfied. This is an improvement on the findings published in 2008 when just 37% were satisfied and 50% dissatisfied with the thoroughness of the investigation¹¹.



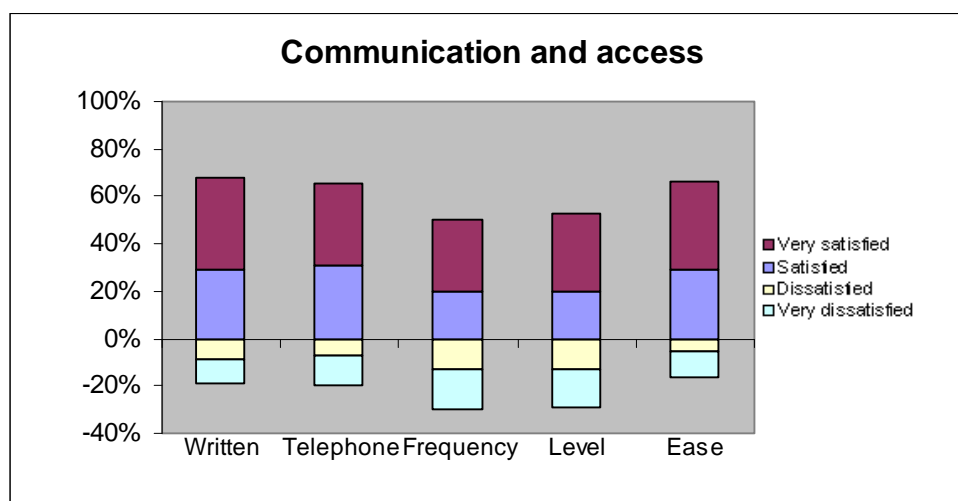
Satisfaction with how the complaint was dealt with

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The thoroughness of the SPSO's examination of your complaint	453	19%	23%	14%	15%	28%
The outcome of your complaint was explained clearly to you	433	21%	29%	17%	13%	20%

¹¹ It should be recognised that the low satisfaction here can be as much about perception of how thorough the investigative process is, as opposed to the actual process itself. The Local Government Survey 2007 states that by far the most commonly mentioned reason for dissatisfaction is a perceived lack of thoroughness of the investigation.

6. COMMUNICATION AND ACCESS

- 6.1. This section deals with the various ways in which the SPSO communicates with the complainant. Around 2 out of 3 respondents were satisfied with the way the SPSO communicated in writing or by telephone and how easy it was to get in touch with staff dealing with their complaint (68%, 66% and 66% respectively).
- 6.2. Around 1 out of 2 respondents (50% and 53% respectively) were satisfied with the frequency of updates and the level of information received.
- 6.3. Thirty three people gave a view on the quality of communication when using a different format or language to access the SPSO. Eleven people were satisfied, 2 were neither satisfied nor dissatisfied and 10 people were very dissatisfied.



Communication and access

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The way in which the SPSO communicated with you in writing	468	29%	39%	13%	9%	10%
The way in which the SPSO communicated with you by telephone	327	31%	35%	15%	7%	13%
The frequency of updates.	411	20%	30%	20%	13%	17%
The level of information when you received an update	410	20%	33%	19%	13%	15%
How easy it was to get in touch with the member of staff dealing with your complaint	380	29%	37%	18%	6%	11%
If you used a different format (e.g. Braille) or language, the quality of the communication	33	18%	15%	36%	-	30%

7. OVERALL SATISFACTION, CONCLUSIONS & RECOMMENDATIONS

- 7.1. The final section looks at respondents' overall satisfaction with, and perception of, the SPSO.
- 7.2. Overall, just over 1 out of 2 respondents were satisfied with the service they received from the SPSO (21% were very satisfied and 31% satisfied); just over 1 out of 3 (35%) were dissatisfied (13% dissatisfied and 22% very dissatisfied).
- 7.3. When satisfaction by subject is considered, it is the difference between the health and local authority sectors that is noticeable. While 57% of those that made a complaint relating to the health sector were satisfied with the SPSO this drops to 48% when the complaint was about a Local Authority. Albeit that the base number is small, satisfaction was highest when the complaint related to the Scottish Government (66%) and lowest when it related to Further or Higher Education (27%).
- 7.4. It is also noticeable that there is a pocket of high dissatisfaction relating to the local authority sector; 26% of all those respondents who had complained about a Local Authority were very dissatisfied with the SPSO. Again, while the numbers are small a clear majority of respondents (7 out of 11) who had complained about a Further or Higher Education body were very dissatisfied with the service they received from the SPSO.

Satisfaction with service received by subject area

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The service you received from the SPSO	423	21%	31%	13%	13%	22%
Health	139	23%	34%	13%	11%	19%
Housing Associations	35	29%	23%	11%	20%	17%
Local Authority	203	21%	27%	12%	15%	26%
Further and Higher Education	11	9%	18%	0%	9%	64%
Scottish Government & Devolved Administration	35	14%	51%	26%	3%	6%

Note: Bases against which some percentages have been calculated are low.

- 7.5. More detailed analysis was then undertaken to examine whether there were any specific subject areas in which satisfaction was relatively high or low. This analysis was undertaken for the complaints made relating to the health and local authority sector areas; the Further Education, Housing Association and Scottish Government areas cannot be broken down any further. The results of the analysis of the health and local authority complaint respondents are presented in the appendix to this report. In order to respect the confidentiality of respondents detailed results have only been presented in the appendix if 5 or more survey respondents fell within a category.

Number of respondents by detailed subject

	No.
Health	
Accident & Emergency	8
Ambulance	3
Cardiology	1
Care of the Elderly	16
Dental & Orthodontic Services	7
Gastro-intestinal/ Genito-urinary	8
General Medical	10
General Surgical	7
GP & GP Practice	22
Haematology	1
Hospitals - Other	3
Maternity	7
Maxillofacial/ Ear Nose & Throat	2
Neurology	3
NHS Boards	10
Oncology	5
Orthopaedics	10
Paediatrics	2
Pharmacy	1
Podiatry	2
Psychiatry	15
Local Authority	
Building Control	2
Education	13
Environmental Health & Cleansing	14
Finance	11
Housing	48
Land & Property	10
Legal & Admin	13
National Park Authorities	2
Other	3
Personnel	3
Planning	35
Recreation & Leisure	3
Roads & Transport	19
Social Work	27

7.6. The results have been examined to consider whether there are any particular categories in which it appears that dissatisfaction exceeds satisfaction. Some key points to note are:

- Satisfaction with the helpfulness of staff is higher than dissatisfaction across all the health and local authority categories;
- There were only 2 categories in which dissatisfaction levels for the impartiality of staff were higher than satisfaction levels: these were both in health and related to Accident and Emergency and General Surgical complaints;
- When asked about thoroughness of the examination of their case, there were 9 categories (5 in health and 4 for local authorities) in which the dissatisfied group was larger than the satisfied group. Among the health related complaints these were Accident and Emergency, Care of the Elderly, General

Surgical, NHS Boards, Oncology. Among the local authority services, Legal and Administration, Planning, Roads and Transport and Social Work attracted higher dissatisfaction than satisfaction;

- In terms of how satisfied complainants were with the overall service they received, there were 2 health related categories in which slightly more people were dissatisfied than satisfied: these were Accident and Emergency and Oncology. The corresponding categories in the local authority group were Legal and Administration, Planning and Social Work.

7.7. The results for the time the SPSO took to decide on a case were very similar to those for overall satisfaction with 48% satisfied and 35% dissatisfied.

Satisfaction with time taken to decide on case

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The length of time it took the SPSO to deal with your complaint	468	21%	27%	18%	12%	23%

7.8. Earlier (para. 2.9) we noted that we would expect the time the SPSO took to reach a decision to have an influence on how satisfied overall respondents were with the SPSO. The relationship between satisfaction and time taken is set out in the table below and, in fact, presents a more complicated picture.

7.9. There is no particularly clear correlation between time taken to decide cases and satisfaction levels.

Satisfaction with service received by time taken to decide on case

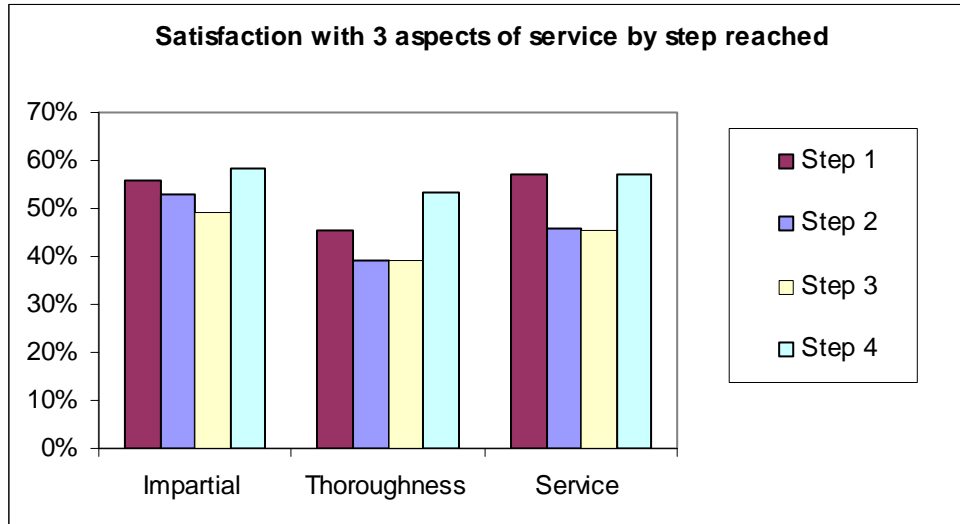
	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Up to 6 weeks	202	23%	26%	14%	16%	20%
6 weeks to 6 months	134	21%	32%	9%	8%	30%
6 months plus	94	19%	28%	16%	14%	23%

7.10. However, a much clearer pattern emerges when we look at the relationship between overall satisfaction with the service and how far the complainants' case progressed through the SPSO's system. As set out in paragraph 2.12 there are 4 possible steps for a complainant to have gone through in their contact with the SPSO. Overall satisfaction with the service received, analysed according to the step reached, is set out in the chart below. Two other key aspects of the SPSO's service – the impartiality of staff and the thoroughness of the investigation - have also been analysed.

7.11. It is noticeable that satisfaction levels tend to be relatively high among those that only reached Step 1 (at which point the complaint is regarded as premature following initial consideration) but then fall among people who had

reached Steps 2 and 3. Satisfaction levels rise again among the group of people that reached Stage 4.

- 7.12. The differences in satisfaction levels according to step reached were least pronounced when the impartiality of staff was concerned, but more pronounced when people were asked about the thoroughness of the investigation and overall satisfaction with service received.

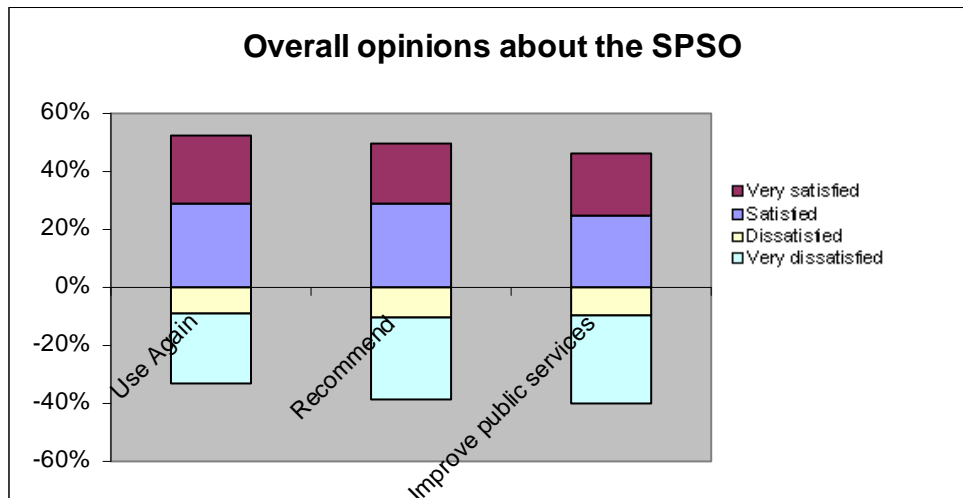


- 7.13. Looking in more detail at the survey respondents who reached Step 4, their satisfaction has been analysed according to the outcome of their case. The numbers here are small and this information does, therefore, need to be regarded as indicative rather than statistically valid. Nevertheless, these figures suggest there is a relationship with overall satisfaction with the service provided by the SPSO and how respondents assessed the outcome of their case.
- 7.14. Only 7 of the 23 'Step 4' respondents who said their complaint had not been upheld were satisfied with the SPSO overall. Fifteen of the seventeen respondents who said their complaint had been fully upheld were satisfied with the SPSO.
- 7.15. The relationship between satisfaction and a complaint being upheld and dissatisfaction is a feature of public sector ombudsman surveys generally. This of course holds some very real challenges for ombudsmen – their purpose is to rule fairly and objectively on the complaints brought to them; there is no capacity to boost satisfaction levels by adjusting the fundamental principles and laws under which the organisations operate.

Satisfaction with service received by outcome

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Not Upheld	23	4	3	3	4	9
Partially Upheld	37	7	15	3	5	7
Fully Upheld	17	10	5	-	2	-

- 7.16. Finally the survey asked for people's overall opinions on the SPSO once their case had concluded.
- 7.17. Around half of respondents said that they were likely to use the SPSO again or would recommend the SPSO to others (52% and 50% respectively). A slightly lower proportion of respondents (46%) saw the SPSO as contributing to improving public services in Scotland. In all 3 categories there was a relatively high proportion of respondents that strongly disagreed: 24% with whether they would use the SPSO again, 29% with whether they would recommend the SPSO and 30% as to whether it contributed to improving public services.



Overall opinions about the SPSO

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
You would use the SPSO again	469	29%	23%	14%	9%	24%
You would recommend the SPSO to others	470	29%	21%	11%	10%	29%
The SPSO contributes to improving public services in Scotland	461	25%	21%	14%	10%	30%

- 7.18. The survey also gave respondents the opportunity to give their views and asked them to comment on any aspect of the SPSO's service with which they were particularly satisfied or dissatisfied. Across the year, 358 respondents have made comments, 320 of which are analysable. Many of those who commented made a series of points; the total number of points made amounted to 395.
- 7.19. A wide range of comments were made, and these, as far as possible, have been broadly categorised in the table below. It should be borne in mind that not all negative comments came from people who were dissatisfied with their SPSO experience, and not all positive comments from those who were satisfied.

Points made by respondents

Response	n
Did not believe the SPSO to be impartial	76
Felt their complaint was not investigated thoroughly	70
Communication was poor and/or processes were complicated	45
Found the process slow	41
Found the SPSO to be effective and/or good at communicating	39
Concerns about the remit and effectiveness of the SPSO	38
Found SPSO staff professional and helpful	26
Matter relating to the original complaint but not the SPSO specifically	12
Felt SPSO gave poor advice or lacked necessary expertise	11
Would have liked more face to face contact or site visits	8
Felt alternative approaches could be offered (e.g. mediation)	5
Other	24
Respondents Base (n)	320
Responses Base (n)	395

* * *

APPENDIX 1: SURVEY

Complainant feedback survey

The Scottish Public Services Ombudsman (SPSO) wishes to provide the highest standard of service to those who bring complaints to us about a public service. According to our records you have contacted us regarding a complaint, and we would like to hear your views on how we handled your case. Thank you for your help.

Please circle your answer, for example: Yes 1 No **2**

If any of the questions do not apply to your case, or you do not have an opinion on that issue, please circle the N/A (not applicable) option.

Information you were given by the SPSO

How satisfied or dissatisfied were you with the following aspects of information you were given?
CIRCLE ONE OPTION FOR EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
The information / leaflets you received clearly explained how your complaint would be handled	1	2	3	4	5	6
If the SPSO was unable to consider your complaint, they gave useful advice about where you could look for assistance	1	2	3	4	5	6
The SPSO clearly explained to you what they can and cannot do to try to resolve your complaint.	1	2	3	4	5	6
The information on the SPSO's website was clear	1	2	3	4	5	6

Customer service

Thinking of the person or people you spoke to at the SPSO about your case, how satisfied or dissatisfied were you with the way they dealt with you? CIRCLE ONE OPTION FOR EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Staff were courteous.	1	2	3	4	5	6
Staff were helpful.	1	2	3	4	5	6
Staff were impartial.	1	2	3	4	5	6
Staff showed empathy.	1	2	3	4	5	6
Staff did what they said they would do.	1	2	3	4	5	6

Your complaint

How satisfied or dissatisfied were you with the following aspects of how your complaint was dealt with? CIRCLE ONE OPTION FOR EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
The thoroughness of the SPSO's examination of your complaint.	1	2	3	4	5	6
The outcome of your complaint was explained clearly to you.	1	2	3	4	5	6

Communication and access

How satisfied or dissatisfied were you with the following aspects of the communication and access you had with the SPSO? CIRCLE ONE OPTION FOR EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
The way in which the SPSO communicated with you in writing.	1	2	3	4	5	6
The way in which the SPSO communicated with you by telephone.	1	2	3	4	5	6
The frequency of updates.	1	2	3	4	5	6
The level of information when you received an update.	1	2	3	4	5	6
How easy it was to get in touch with the member of staff dealing with your complaint.	1	2	3	4	5	6
If you used a different format (e.g. Braille) or language, the quality of the communication	1	2	3	4	5	6

In summary

How satisfied or dissatisfied are you with the following? CIRCLE ONE OPTION FOR EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
The service you received from the SPSO.	1	2	3	4	5	6
The length of time it took the SPSO to deal with your complaint.	1	2	3	4	5	6

How much do you agree or disagree with the following statements? CIRCLE ONE OPTION FOR EACH ROW

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
You would use the SPSO again.	1	2	3	4	5	6
You would recommend the SPSO to others.	1	2	3	4	5	6
The SPSO contributes to improving public services in Scotland.	1	2	3	4	5	6

Please comment below on any aspects of the SPSO's service that you were dissatisfied with and/or any aspects that you were particularly satisfied with. Please try as much as possible not to base your comments on the outcome of your complaint, but on the service you experienced. If you have any suggestions about how the SPSO can improve its service, please let us know about them below.

Finally, About Yourself

The remaining few questions help us to monitor whether the SPSO is providing a good service to all those who use them. However, if you do not wish to answer these last questions please go to the end of the survey.

Which age group do you fall into? CIRCLE ONE ONLY

Under 16	1	35-44	5
16-18	2	45-54	6
19-24	3	55-64	7
25-34	4	65 and over	8

How would you describe your ethnic background? CIRCLE ONE ONLY

White	Scottish	1
	Other British	2
	Irish	3
	Any other White background	4
Asian, Asian Scottish or Asian British	Indian	5
	Pakistani	6
	Bangladeshi	7
	Chinese	8
	Any other Asian background	9
Black, Black Scottish or Black British	Caribbean	10
	African	11
	Any other Black background	12
Mixed	Any Mixed background, <i>please give details</i>	13
Any other ethnic background	<i>Please give details</i>	14

Do you have any disabilities which make it difficult to use our complaints service? (If you are an older person, please include any problem that you have acquired through ageing.)
CIRCLE ALL THAT APPLY

Impaired hearing	1
Poor sight/ blindness	2
Problems with physical mobility	3
Other disability	4
No disabilities	5

Thank you very much for taking the time to complete this survey. Your feedback is important to us. Please return your questionnaire to Craigforth Consultancy and Research in the reply envelope provided- no stamp is needed.

If you have any queries about the survey, please ring Craigforth on freephone **0800 027 2245**.

Craigforth Consultancy and Research
19 Scion House
Stirling University Innovation Park
Stirling FK9 4NF

Complaint rec'd mm/yy	Complaint closed mm/yy	Subject Code	Outcome Code
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APPENDIX 2: SURVEY RESULTS BY SUBJECT GROUP

This technical appendix presents the survey results for the 2008/09 complainant satisfaction survey cross tabulated by the sector in which the organisation complained about operates. As the total number of responses is low in 3 categories (Housing Association, Further and Higher Education and the Scottish Government) figures have been presented as numbers rather than percentages.

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	142	43	68	16	8	7
Housing Associations	35	15	11	5	1	3
Local Authority	200	51	93	29	12	15
Further and Higher Education	10	1	3	2	2	2
Scottish Government	35	5	18	9	1	2

Usefulness of Advice by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	73	14	22	12	9	16
Housing Associations	24	5	10	3	2	4
Local Authority	126	20	33	23	14	36
Further and Higher Education	10	1	2	-	2	5
Scottish Government	27	4	6	8	5	4

Role of the SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	140	39	53	17	14	17
Housing Associations	32	8	12	4	2	6
Local Authority	203	41	70	38	22	32
Further and Higher Education	11	1	3	-	4	3
Scottish Government	34	8	14	5	2	5

Information on the Website by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	68	18	29	15	4	2
Housing Associations	16	4	3	7	-	2
Local Authority	119	22	52	26	9	10
Further and Higher Education	8	-	3	3	-	2
Scottish Government	19	3	10	4	1	1

Customer Service

Courteousness of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	133	70	44	11	3	5
Housing Associations	30	14	12	2	-	2
Local Authority	181	86	56	23	4	12
Further and Higher Education	8	-	6	1	-	1
Scottish Government	28	10	9	7	1	1

Helpfulness of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	132	61	37	13	9	12
Housing Associations	30	10	9	3	3	5
Local Authority	181	71	39	33	13	25
Further and Higher Education	8	-	4	1	-	3
Scottish Government	28	10	5	8	2	3

Impartiality of Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	122	42	28	26	7	19
Housing Associations	27	7	9	4	3	4
Local Authority	169	53	32	41	10	33
Further and Higher Education	8	-	3	2	1	2
Scottish Government	28	7	5	11	1	4

Empathy Displayed by Staff by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	125	45	28	25	9	18
Housing Associations	26	6	7	6	2	5
Local Authority	167	47	29	44	15	32
Further and Higher Education	8	-	-	4	2	2
Scottish Government	29	7	4	11	1	6

Staff Did What They Said They Would by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	126	51	36	14	9	16
Housing Associations	30	8	9	5	3	5
Local Authority	179	61	40	30	16	32
Further and Higher Education	8	1	2	-	3	2
Scottish Government	27	9	8	6	-	4

Your Complaint

Thoroughness of Examination of Complaint by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	135	29	31	23	20	32
Housing Associations	33	10	6	6	5	6
Local Authority	189	30	51	18	30	60
Further and Higher Education	11	-	1	2	1	7
Scottish Government	35	6	8	8	4	9

Clarity of Explanation of Outcome by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	133	34	41	20	17	21
Housing Associations	32	9	9	3	3	8
Local Authority	177	28	52	34	24	39
Further and Higher Education	11	1	3	1	1	5
Scottish Government	33	10	7	6	4	6

Communication and Access

Quality of Written Communication by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	139	49	54	14	8	14
Housing Associations	34	12	12	3	3	4
Local Authority	199	52	79	30	20	18
Further and Higher Education	11	2	3	1	2	3
Scottish Government	35	9	15	7	3	1

Quality of Telephone Communication by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	107	40	46	10	3	8
Housing Associations	22	6	5	6	1	4
Local Authority	138	36	46	22	11	23
Further and Higher Education	5	-	2	1	-	2
Scottish Government	19	6	6	4	1	2

Frequency of Updates by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	129	30	49	19	13	18
Housing Associations	28	5	6	8	3	6
Local Authority	173	33	49	38	23	30
Further and Higher Education	9	-	3	1	2	3
Scottish Government	29	6	8	8	4	3

Ease of Contacting SPSO by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	117	37	47	15	6	12
Housing Associations	26	6	11	5	-	4
Local Authority	165	47	62	30	9	17
Further and Higher Education	7	-	1	2	1	3
Scottish Government	23	8	5	7	1	2

Quality of Information in Different Formats by Subject

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

In summary

Overall Satisfaction with Service Received by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	139	32	47	18	15	27
Housing Associations	35	10	8	4	7	6
Local Authority	203	42	55	24	30	52
Further and Higher Education	11	1	2	-	1	7
Scottish Government	33	8	8	7	2	8

Time Taken to Reach a Decision by Subject

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Health	138	28	37	23	20	30
Housing Associations	35	10	11	2	3	9
Local Authority	200	41	55	37	19	48
Further and Higher Education	11	1	2	4	-	4
Scottish Government	33	7	10	7	7	2

Willingness to Use SPSO Again by Subject

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Health	140	47	32	19	12	30
Housing Associations	36	14	8	4	2	8
Local Authority	197	53	46	27	18	53
Further and Higher Education	11	2	1	2	1	5
Scottish Government	34	9	10	7	2	6

Willingness to Recommend SPSO by Subject

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Health	139	46	33	14	10	36
Housing Associations	35	14	6	2	3	10
Local Authority	200	52	41	23	22	62
Further and Higher Education	11	2	1	1	2	5
Scottish Government	33	8	7	10	3	5

Agreement that SPSO Improves Public Services by Subject

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Health	136	39	31	20	11	35
Housing Associations	35	14	7	3	1	10
Local Authority	197	43	41	29	20	64
Further and Higher Education	10	2	-	1	2	5
Scottish Government	32	6	7	6	4	9

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APPENDIX 3: SURVEY RESULTS BY DETAILED SUBJECT GROUP

This technical appendix presents the results for the health and local authority related complaints broken down according to type of service being complained about. The first table outlines the number of surveys returned according to type of service complained about.

To ensure that the confidentiality of respondents is respected the subsequent analysis has only been undertaken if 5 or more survey returns had been received. In addition, in any categories where more than 5 surveys were returned but the response rate for any particular question falls below 5 (not all respondents answer all questions) the information has not been presented.

Number of respondents by detailed subject

	No.
Health	
Accident & Emergency	8
Ambulance	3
Cardiology	1
Care of the Elderly	16
Dental & Orthodontic Services	7
Gastro-intestinal/ Genito-urinary	8
General Medical	10
General Surgical	7
GP & GP Practice	22
Haematology	1
Hospitals - Other	3
Maternity	7
Maxillofacial/ Ear Nose & Throat	2
Neurology	3
NHS Boards	10
Oncology	5
Orthopaedics	10
Paediatrics	2
Pharmacy	1
Podiatry	2
Psychiatry	15
Local Authority	
Building Control	2
Education	13
Environmental Health & Cleansing	14
Finance	11
Housing	48
Land & Property	10
Legal & Admin	13
National Park Authorities	2
Other	3
Personnel	3
Planning	35
Recreation & Leisure	3
Roads & Transport	19
Social Work	27

Information you were given by the SPSO

Clarity of Explanation Received by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	2	2	2	1	1
Care of the Elderly	16	3	10	2	-	1
Dental & Orthodontic Services	7	2	4	-	1	-
Gastro-intestinal/ Genito-urinary	8	4	4	-	-	-
General Medical	10	1	7	-	1	1
General Surgical	7	2	2	1	2	-
GP & GP Practice	22	9	10	2	-	1
Maternity	6	3	2	-	1	-
NHS Boards	10	4	4	1	-	1
Oncology	5	1	2	2	-	-
Orthopaedics	10	4	5	1	-	-
Psychiatry	14	4	5	3	-	2
Local Authority						
Education	13	2	5	4	2	-
Environmental Health & Cleansing	12	6	4	-	1	1
Finance	9	1	6	1	-	1
Housing	48	14	19	7	1	7
Land & Property	9	4	3	2	-	-
Legal & Admin	13	4	5	2	1	1
Planning	34	6	20	4	3	1
Roads & Transport	18	2	13	1	-	2
Social Work	25	4	10	6	3	2

Usefulness of Advice by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	4	-	-	1	-	3
Care of the Elderly	8	1	3	1	1	2
General Medical	5	1	1	2	1	-
General Surgical	4	1	1	1	1	-
GP & GP Practice	14	4	5	-	2	3
Orthopaedics	7	1	4	1	-	1
Psychiatry	8	1	2	-	1	4
Local Authority						
Education	5	-	1	-	1	3
Environmental Health & Cleansing	10	4	2	-	1	3
Finance	7	1	1	1	2	2
Housing	32	6	11	3	2	10
Land & Property	5	-	3	2	-	-
Legal & Admin	9	1	1	1	2	4
Planning	15	2	4	1	1	7
Roads & Transport	12	1	2	7	1	1
Social Work	22	1	6	6	4	5

Role of SPSO by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	1	3	-	1	3
Care of the Elderly	16	1	10	3	-	2
Dental & Orthodontic Services	7	1	3	1	1	1
Gastro-intestinal/ Genito-urinary	7	4	3	-	-	-
General Medical	10	2	4	3	-	1
General Surgical	7	3	2	1	-	1
GP & GP Practice	21	7	6	4	3	1
Maternity	7	3	1	-	2	1
NHS Boards	10	4	2	2	-	2
Oncology	5	1	2	1	1	-
Orthopaedics	9	4	4	1	-	-
Psychiatry	14	4	5	1	2	2
Local Authority						
Education	13	2	5	2	2	2
Environmental Health & Cleansing	13	4	6	1	-	2
Finance	11	4	2	4	-	1
Housing	48	12	13	9	6	8
Land & Property	9	1	5	1	1	1
Legal & Admin	13	3	3	1	3	3
Planning	33	5	10	6	5	7
Roads & Transport	18	2	9	4	2	1
Social Work	27	3	10	6	3	5

Information on Website by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Care of the Elderly	6	-	4	2	-	-
GP & GP Practice	11	3	6	1	1	-
Maternity	5	4	1	-	-	-
NHS Boards	5	3	1	1	-	-
Psychiatry	9	2	1	4	-	2
Local Authority						
Education	6	2	1	2	1	-
Environmental Health & Cleansing	6	-	4	-	1	1
Finance	5	-	1	2	-	2
Housing	20	6	5	3	3	3
Land & Property	9	2	4	3	-	-
Legal & Admin	7	2	3	1	-	1
Planning	21	2	10	5	3	1
Roads & Transport	12	1	9	2	-	-
Social Work	18	2	8	6	-	2

Customer Service

Staff were Courteous by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	3	3	1	-	-
Care of the Elderly	13	10	2	-	-	1
Dental & Orthodontic Services	7	3	2	1	1	-
Gastro-intestinal/ Genito-urinary	8	5	3	-	-	-
General Medical	10	5	4	1	-	-
General Surgical	6	3	2	1	-	-
GP & GP Practice	21	11	8	1	1	-
Maternity	7	5	1	-	-	1
NHS Boards	10	6	4	-	-	-
Orthopaedics	10	4	5	-	-	1
Psychiatry	14	7	3	2	-	2
Local Authority						
Education	10	5	4	-	-	1
Environmental Health & Cleansing	12	8	3	-	-	1
Finance	9	5	1	2	-	1
Housing	43	20	11	5	1	6
Land & Property	10	4	4	1	1	-
Legal & Admin	10	6	3	1	-	-
Planning	30	15	9	4	-	2
Roads & Transport	17	6	9	2	-	-
Social Work	25	9	8	5	2	1

Staff were Helpful by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	2	1	1	2	2
Care of the Elderly	13	6	5	1	-	1
Dental & Orthodontic Services	7	3	2	-	2	-
Gastro-intestinal/ Genito-urinary	7	5	2	-	-	-
General Medical	9	4	4	1	-	-
General Surgical	7	2	3	-	-	2
GP & GP Practice	21	11	5	2	2	1
Maternity	7	5	1	-	-	1
NHS Boards	10	6	2	-	1	1
Orthopaedics	10	5	3	1	-	1
Psychiatry	13	6	3	3	-	1
Local Authority						
Education	10	5	2	2	-	1
Environmental Health & Cleansing	11	6	3	-	-	2
Finance	10	4	2	1	2	1
Housing	42	18	6	6	4	8
Land & Property	10	4	3	1	1	1
Legal & Admin	10	4	3	1	2	-
Planning	30	11	7	4	2	6
Roads & Transport	18	5	4	5	1	3
Social Work	25	8	4	10	1	2

Staff were Impartial by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	1	1	3	-	3
Care of the Elderly	12	2	3	4	1	2
Dental & Orthodontic Services	7	3	1	1	2	-
Gastro-intestinal/ Genito-urinary	6	5	1	-	-	-
General Medical	8	3	2	3	-	-
General Surgical	5	1	1	-	-	3
GP & GP Practice	17	7	3	4	1	2
Maternity	7	4	1	1	-	1
NHS Boards	10	3	4	-	-	3
Oncology	5	2	-	1	1	1
Orthopaedics	10	3	3	4	-	-
Psychiatry	12	5	3	2	-	2
Local Authority						
Education	10	4	2	2	1	1
Environmental Health & Cleansing	10	5	2	1	1	1
Finance	8	3	1	2	-	2
Housing	40	14	8	6	1	11
Land & Property	9	3	1	4	1	-
Legal & Admin	9	3	3	1	1	1
Planning	26	8	3	7	2	6
Roads & Transport	18	3	4	6	1	4
Social Work	25	7	5	7	2	4

Staff Showed Empathy by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	2	2	1	1	2
Care of the Elderly	13	3	4	4	1	1
Dental & Orthodontic Services	7	3	1	-	1	2
Gastro-intestinal/ Genito-urinary	6	3	3	-	-	-
General Medical	8	4	2	2	-	-
General Surgical	6	2	2	-	-	2
GP & GP Practice	19	8	3	4	2	2
Maternity	6	4	-	1	-	1
NHS Boards	10	4	3	-	-	3
Oncology	5	1	1	2	-	1
Orthopaedics	9	3	2	3	-	1
Psychiatry	13	6	1	3	1	2
Local Authority						
Education	9	3	1	3	1	1
Environmental Health & Cleansing	9	4	3	1	-	1
Finance	9	4	1	2	-	2
Housing	40	12	8	7	4	9
Land & Property	9	2	1	4	1	1
Legal & Admin	9	3	2	1	-	3
Planning	27	7	4	8	3	5
Roads & Transport	18	5	1	6	3	3
Social Work	24	4	4	10	2	4

Staff Did What They Said They Would by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	2	2	-	1	2
Care of the Elderly	13	3	6	-	2	2
Dental & Orthodontic Services	6	3	2	-	-	1
Gastro-intestinal/ Genito-urinary	8	5	3	-	-	-
General Medical	9	4	3	2	-	-
General Surgical	7	3	1	1	-	2
GP & GP Practice	18	6	6	3	2	1
Maternity	7	5	-	-	1	1
NHS Boards	10	4	3	1	-	2
Orthopaedics	10	6	2	2	-	-
Psychiatry	12	6	2	1	1	2
Local Authority						
Education	11	4	2	2	2	1
Environmental Health & Cleansing	10	6	4	-	-	-
Finance	10	4	2	1	-	3
Housing	42	16	5	6	5	10
Land & Property	10	3	3	2	-	2
Legal & Admin	10	3	3	2	-	2
Planning	28	9	5	3	6	5
Roads & Transport	18	5	7	5	-	1
Social Work	25	6	5	5	3	6

Customer Service

Thoroughness of Investigation by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	-	1	3	1	2
Care of the Elderly	15	3	3	1	3	5
Dental & Orthodontic Services	7	3	1	1	1	1
Gastro-intestinal/ Genito-urinary	7	3	3	-	-	1
General Medical	10	2	2	4	2	-
General Surgical	7	1	1	1	2	2
GP & GP Practice	20	3	5	6	3	3
Maternity	7	2	1	1	1	2
NHS Boards	10	3	-	2	3	2
Oncology	5	1	1	-	-	3
Orthopaedics	10	3	5	2	-	-
Psychiatry	10	3	2	-	2	3
Local Authority						
Education	13	2	4	-	1	6
Environmental Health & Cleansing	12	3	3	2	2	2
Finance	11	1	4	1	2	3
Housing	46	11	11	6	3	15
Land & Property	10	1	4	1	3	1
Legal & Admin	9	1	1	-	2	5
Planning	31	5	8	2	4	12
Roads & Transport	17	1	4	3	4	5
Social Work	24	3	6	3	4	8

Clear Explanation of Outcome by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	-	-	3	2	2
Care of the Elderly	13	3	4	1	3	2
Dental & Orthodontic Services	7	3	3	1	-	-
Gastro-intestinal/ Genito-urinary	8	3	4	-	1	-
General Medical	10	2	2	3	3	-
General Surgical	7	1	3	1	-	2
GP & GP Practice	20	4	8	3	2	3
Maternity	7	3	-	2	1	1
NHS Boards	10	5	1	3	-	1
Oncology	5	1	1	1	-	2
Orthopaedics	9	3	5	1	-	-
Psychiatry	12	4	2	-	2	4
Local Authority						
Education	13	2	4	2	3	2
Environmental Health & Cleansing	12	3	3	4	-	2
Finance	9	2	2	2	1	2
Housing	40	10	13	4	3	10
Land & Property	10	2	2	5	1	-
Legal & Admin	9	1	-	3	1	4
Planning	29	4	10	2	6	7
Roads & Transport	17	1	4	6	3	3
Social Work	24	2	7	4	5	6

Communication and Access

Written Communication by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	1	3	-	1	2
Care of the Elderly	15	4	5	4	1	1
Dental & Orthodontic Services	7	4	1	1	-	1
Gastro-intestinal/ Genito-urinary	8	3	4	-	-	1
General Medical	10	4	6	-	-	-
General Surgical	7	3	2	-	-	2
GP & GP Practice	20	6	8	2	3	1
Maternity	7	5	-	1	-	1
NHS Boards	10	5	4	-	-	1
Oncology	5	1	2	1	-	1
Orthopaedics	9	5	3	1	-	-
Psychiatry	14	5	5	2	1	1
Local Authority						
Education	12	3	5	2	1	1
Environmental Health & Cleansing	14	7	6	-	-	1
Finance	11	3	3	2	1	2
Housing	47	15	17	6	3	6
Land & Property	10	3	4	-	3	-
Legal & Admin	11	2	5	-	2	2
Planning	32	6	13	5	4	4
Roads & Transport	17	3	10	4	-	-
Social Work	26	4	8	9	3	2

Telephone Communication by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	6	1	2	1	-	2
Care of the Elderly	11	3	4	3	-	1
Dental & Orthodontic Services	5	3	2	-	-	-
General Medical	8	4	4	-	-	-
General Surgical	6	2	3	-	-	1
GP & GP Practice	18	6	9	2	1	-
Maternity	6	4	1	-	-	1
NHS Boards	9	5	3	-	-	1
Orthopaedics	7	4	2	1	-	-
Psychiatry	12	5	4	1	1	1
Local Authority						
Education	8	2	3	1	-	2
Environmental Health & Cleansing	9	5	2	2	-	-
Finance	7	2	3	-	1	1
Housing	38	10	12	5	4	7
Land & Property	6	1	1	3	-	1
Legal & Admin	7	1	3	1	2	-
Planning	21	4	7	2	2	6
Roads & Transport	11	4	5	-	1	1
Social Work	20	3	7	5	1	4

Frequency of Updates by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	-	2	1	-	4
Care of the Elderly	14	1	5	2	4	2
Dental & Orthodontic Services	5	2	1	1	1	-
Gastro-intestinal/ Genito-urinary	8	2	4	1	-	1
General Medical	10	1	6	2	-	1
General Surgical	7	2	2	-	1	2
GP & GP Practice	17	6	5	3	2	1
Maternity	7	4	1	1	-	1
NHS Boards	10	4	4	1	-	1
Oncology	5	-	1	3	-	1
Orthopaedics	9	3	5	-	1	-
Psychiatry	12	4	2	2	3	1
Local Authority						
Education	12	3	4	1	2	2
Environmental Health & Cleansing	10	3	4	1	-	2
Finance	8	4	-	-	2	2
Housing	42	9	10	6	9	8
Land & Property	9	3	2	2	1	1
Legal & Admin	9	-	4	2	1	2
Planning	29	6	8	8	1	6
Roads & Transport	16	1	8	3	3	1
Social Work	23	1	5	10	4	3

Level of Information Received by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	7	-	2	1	2	2
Care of the Elderly	13	1	6	1	3	2
Dental & Orthodontic Services	5	2	2	1	-	-
Gastro-intestinal/ Genito-urinary	8	2	6	-	-	-
General Medical	10	1	8	-	-	1
General Surgical	7	1	4	-	-	2
GP & GP Practice	17	6	4	4	2	1
Maternity	7	3	2	-	1	1
NHS Boards	10	5	3	-	-	2
Oncology	5	-	2	1	-	2
Orthopaedics	8	3	5	-	-	-
Psychiatry	11	3	2	3	2	1
Local Authority						
Education	12	2	3	3	2	2
Environmental Health & Cleansing	9	3	6	-	-	-
Finance	10	4	1	1	3	1
Housing	42	11	12	7	5	7
Land & Property	10	2	3	1	3	1
Legal & Admin	10	-	4	3	1	2
Planning	28	3	8	7	5	5
Roads & Transport	16	3	3	7	2	1
Social Work	23	-	8	8	3	4

Ease of Contact by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	6	1	-	2	1	2
Care of the Elderly	11	3	4	1	1	2
Gastro-intestinal/ Genito-urinary	7	2	4	1	-	-
General Medical	9	1	5	3	-	-
General Surgical	7	3	3	-	-	1
GP & GP Practice	17	4	8	3	1	1
Maternity	7	4	1	1	-	1
NHS Boards	10	6	3	-	-	1
Orthopaedics	9	4	5	-	-	-
Psychiatry	10	4	2	2	1	1
Local Authority						
Education	10	2	6	1	1	-
Environmental Health & Cleansing	10	3	3	3	-	1
Finance	7	3	2	1	-	1
Housing	45	15	14	7	3	6
Land & Property	9	2	3	1	2	1
Legal & Admin	8	2	3	2	-	1
Planning	26	9	10	6	-	1
Roads & Transport	15	4	8	3	-	-
Social Work	21	3	8	3	3	4

In Summary

Service Received by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	2	1	1	1	3
Care of the Elderly	15	2	6	3	2	2
Dental & Orthodontic Services	6	2	1	1	-	2
Further & Higher Education	11	1	2	-	1	7
Gastro-intestinal/ Genito-urinary	8	3	4	-	-	1
General Medical	10	2	4	2	2	-
General Surgical	7	2	1	2	-	2
GP & GP Practice	21	7	5	2	4	3
Maternity	7	2	4	-	-	1
NHS Boards	10	3	4	-	1	2
Oncology	5	-	2	-	1	2
Orthopaedics	9	2	6	1	-	-
Psychiatry	13	4	3	2	1	3
Local Authority						
Education	13	3	3	1	1	5
Environmental Health & Cleansing	14	4	6	1	1	2
Finance	11	2	4	-	3	2
Housing	48	14	11	7	5	11
Land & Property	9	2	3	1	1	2
Legal & Admin	12	3	2	1	1	5
Planning	33	5	8	4	4	12
Roads & Transport	19	2	8	1	4	4
Social Work	27	3	7	4	7	6

Time Taken to Reach a Decision by Detailed Subject

	Base	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very dissatisfied
Health						
Accident & Emergency	8	-	1	2	1	4
Care of the Elderly	15	2	2	5	4	2
Dental & Orthodontic Services	7	2	2	1	-	2
Gastro-intestinal/ Genito-urinary	8	1	6	-	-	1
General Medical	10	2	3	1	3	1
General Surgical	7	1	1	1	1	3
GP & GP Practice	21	4	6	6	2	3
Maternity	7	3	-	-	1	3
NHS Boards	10	3	3	2	1	1
Oncology	5	-	-	-	3	2
Orthopaedics	9	4	3	1	-	1
Psychiatry	11	4	2	1	2	2
Local Authority						
Education	13	-	5	2	2	4
Environmental Health & Cleansing	14	6	5	1	1	1
Finance	11	4	3	-	1	3
Housing	45	10	12	6	5	12
Land & Property	9	2	1	3	1	2
Legal & Admin	12	3	5	1	1	2
Planning	33	5	9	7	2	10
Roads & Transport	18	3	6	3	1	5
Social Work	27	3	7	8	4	5

Use the SPSO Again by Detailed Subject

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Accident & Emergency	7	2	-	2	1	2
Care of the Elderly	16	4	3	4	1	4
Dental & Orthodontic Services	7	3	-	1	1	2
Gastro-intestinal/ Genito-urinary	7	3	4	-	-	-
General Medical	10	2	3	2	1	2
General Surgical	7	2	-	1	1	3
GP & GP Practice	21	8	5	2	3	3
Maternity	7	4	1	1	-	1
NHS Boards	10	4	3	-	2	1
Oncology	5	-	2	-	1	2
Orthopaedics	9	4	4	1	-	-
Psychiatry	14	7	1	1	1	4
Local Authority						
Education	13	4	2	-	3	4
Environmental Health & Cleansing	13	7	3	1	-	2
Finance	10	3	2	1	3	1
Housing	46	13	11	8	1	13
Land & Property	9	3	4	1	-	1
Legal & Admin	11	3	3	-	1	4
Planning	31	6	5	6	4	10
Roads & Transport	18	2	5	3	1	7
Social Work	27	5	8	3	5	6

Would Recommend SPSO by Detailed Subject

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Accident & Emergency	7	2	-	1	1	3
Care of the Elderly	15	4	4	2	2	3
Dental & Orthodontic Services	7	3	-	1	-	3
Gastro-intestinal/ Genito-urinary	7	3	4	-	-	-
General Medical	10	2	3	2	-	3
General Surgical	7	2	1	-	1	3
GP & GP Practice	21	9	4	1	3	4
Maternity	7	4	1	-	-	2
NHS Boards	10	3	4	-	1	2
Oncology	5	-	2	-	-	3
Orthopaedics	9	4	4	1	-	-
Psychiatry	14	6	1	2	1	4
Local Authority						
Education	13	3	3	-	1	6
Environmental Health & Cleansing	14	7	3	1	-	3
Finance	11	3	1	2	2	3
Housing	46	13	10	7	3	13
Land & Property	9	3	3	1	1	1
Legal & Admin	11	3	3	-	-	5
Planning	32	6	5	4	3	14
Roads & Transport	18	2	3	5	2	6
Social Work	27	5	7	2	7	6

SPSO Improves Public Services by Detailed Subject

	Base (n)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Health						
Accident & Emergency	8	1	-	3	1	3
Care of the Elderly	16	2	6	3	1	4
Dental & Orthodontic Services	7	3	-	1	1	2
Gastro-intestinal/ Genito-urinary	7	2	3	2	-	-
General Medical	10	2	2	2	2	2
General Surgical	6	1	1	-	1	3
GP & GP Practice	21	8	6	2	-	5
Maternity	7	4	1	-	-	2
NHS Boards	9	3	1	2	1	2
Oncology	5	-	2	-	1	2
Orthopaedics	9	4	4	1	-	-
Psychiatry	12	5	1	1	1	4
Local Authority						
Education	13	2	3	1	2	5
Environmental Health & Cleansing	12	6	2	1	-	3
Finance	10	2	2	-	4	2
Housing	47	14	9	5	5	14
Land & Property	9	2	3	1	-	3
Legal & Admin	11	2	1	2	-	6
Planning	30	3	8	6	2	11
Roads & Transport	19	2	3	6	-	8
Social Work	27	4	7	3	6	7

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APPENDIX 4: SURVEY RESULTS BY COMPLAINT OUTCOME

This technical appendix presents the survey results for the 2008/09 complainant satisfaction survey cross tabulated by the step in the SPSO processes complainants reached:

- Step 1 relates to complaints that were regarded as premature following consideration;
- Step 2 relates to complaints that were considered premature or out of jurisdiction following further consideration;
- Step 3 covers those complaints that were determined after detailed consideration; and
- Step 4 covers complaints that were investigated.

Information you were given by the SPSO

Clarity of Explanation Received by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	86	34%	42%	12%	6%	7%
Step 2	96	24%	42%	23%	2%	9%
Step 3	170	26%	48%	14%	6%	6%
Step 4	79	25%	51%	10%	9%	5%

Usefulness of Advice by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	81	28%	31%	11%	9%	21%
Step 2	76	12%	26%	25%	9%	28%
Step 3	90	12%	28%	14%	17%	29%
Step 4	18	17%	22%	28%	17%	17%

Role of SPSO by Outcome

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	87	32%	29%	17%	7%	15%
Step 2	96	22%	30%	20%	10%	18%
Step 3	169	18%	38%	15%	12%	17%
Step 4	78	27%	46%	8%	10%	9%

Clarity of SPSO Website by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	44	23%	39%	27%	5%	7%
Step 2	56	21%	34%	29%	5%	11%
Step 3	92	21%	46%	18%	7%	9%
Step 4	44	18%	48%	23%	9%	2%

Customer Service

Staff were Courteous by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	67	43%	31%	16%	4%	4%
Step 2	86	44%	36%	9%	2%	8%
Step 3	159	45%	33%	13%	3%	6%
Step 4	77	57%	34%	6%	-	3%

Staff were Helpful by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	66	36%	26%	14%	6%	18%
Step 2	86	38%	21%	19%	10%	12%
Step 3	160	39%	28%	14%	6%	14%
Step 4	76	46%	24%	16%	5%	9%

Staff were Impartial by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	61	36%	20%	23%	5%	16%
Step 2	81	30%	23%	28%	7%	11%
Step 3	154	26%	23%	20%	6%	24%
Step 4	67	39%	19%	24%	4%	13%

Staff Showed Empathy by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	61	31%	16%	23%	11%	18%
Step 2	80	26%	18%	31%	5%	20%
Step 3	153	27%	18%	25%	8%	22%
Step 4	70	37%	26%	23%	9%	6%

Staff Did What They Said They Would Do by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	66	38%	21%	20%	6%	15%
Step 2	82	33%	26%	20%	9%	13%
Step 3	155	32%	27%	15%	8%	17%
Step 4	77	39%	29%	5%	10%	17%

Your complaint

Thoroughness of Investigation by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	79	22%	24%	14%	19%	22%
Step 2	87	14%	25%	16%	13%	32%
Step 3	168	14%	25%	14%	13%	34%
Step 4	77	31%	22%	10%	17%	19%

Outcome Clearly Explained by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	72	22%	25%	21%	11%	21%
Step 2	80	21%	30%	15%	14%	20%
Step 3	164	16%	32%	15%	11%	26%
Step 4	77	30%	29%	16%	17%	9%

Communication and access

Written Communication by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	86	33%	42%	10%	6%	9%
Step 2	91	30%	34%	13%	10%	13%
Step 3	171	26%	37%	17%	9%	11%
Step 4	78	33%	45%	8%	9%	5%

Telephone Communication by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	53	30%	36%	15%	4%	15%
Step 2	58	34%	28%	17%	5%	16%
Step 3	122	27%	37%	14%	6%	16%
Step 4	67	31%	40%	18%	6%	4%

Frequency of Updates by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	64	25%	22%	25%	11%	17%
Step 2	75	20%	25%	27%	12%	16%
Step 3	160	19%	32%	19%	12%	18%
Step 4	77	17%	42%	12%	16%	14%

Level of Information by Step

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	64	30%	19%	22%	17%	13%
Step 2	76	18%	33%	18%	11%	20%
Step 3	158	16%	36%	18%	13%	17%
Step 4	77	21%	44%	13%	13%	9%

Ease of contact by Outcome

	Base (n)	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Step 1	61	34%	23%	25%	7%	11%
Step 2	68	25%	37%	19%	6%	13%
Step 3	143	27%	41%	15%	3%	14%
Step 4	73	30%	44%	16%	5%	4%

In summary

Service Received by Step

	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%

Time Taken to Reach a Decision by Step

	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%

Willingness to Use SPSO Again by Step

	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%

Would Recommend SPSO by Step

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

SPSO Improves Public Services by Step

	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%