

INWO Customer Satisfaction Survey Results 2024-25

Method



complainants surveyed



issued via email
(unless alternative requested)

64%



response rate

Key findings

1

Most responses were positive, showing clear communication and high service standards



2

A few customers reported issues with language clarity, access to support, understanding INWO’s role, communication, and timeliness

3

Positive feedback praised listening, compassion, timely updates, and thorough investigations

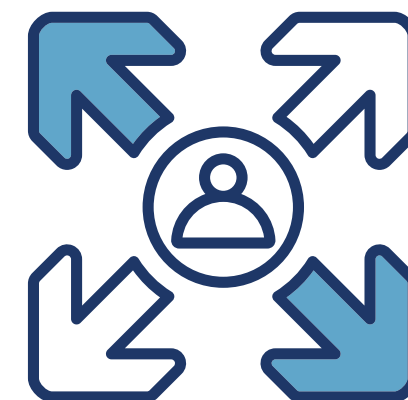
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Areas for improvement included accessibility, perceptions of impartiality, communication, delays, and understanding of complaints



Next steps and progress

1 We will expand our survey to complaints closed before investigation



2 We will issue the survey separately from the investigation to improve response rates

3 We have reminded staff of the importance of timely updates and will continue to focus on improving our investigation timescales



4 We have issued a bulletin to health boards to remind them of their duty to support whistleblowers

5 We continue to share the positive feedback with staff at team meetings



Related reading

- [Complaining to the INWO](#)
- [INWO complaint statistics](#)
- [Annual report 2024-25](#)