

## **Quarter 1 & Quarter 2, 2025-26**

### **INWO Customer Satisfaction Survey Results and Analysis**

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#### **1. Introduction**

This report provides an overview of the feedback gathered from customers of SPSO's Independent National Whistleblowing Officer service, during 2025-26. It covers response rates, satisfaction from customers who received a decision at stage 2 and 3 and plans for improvement generated from feedback.

The main findings during each quarter are listed below:

##### **1.1 Quarter 2**

- The response rate this quarter was 14%, which is a slight increase on Q1.
- We received 75% more responses compared with Q1 (4 versus 1) leading to more representative feedback.
- The majority of responses across all nine rating questions were 'strongly agree', no responses below 'agree' were received.
- Particularly strong performance was noted in areas relating to process transparency, professionalism and empathy.
- Compliments relating to individual staff members customer service were received from cases at stage 1 (advice) and 3 (investigation) of the INWO process.
- No improvement feedback was received.

##### **1.2 Quarter 1**

- The response rate this quarter was 12.5%, which is lower than we achieved in previous quarters, but comparable with rates seen across other SPSO teams.
- All feedback received was positive across every question.

- Qualitative comments were also exclusively positive, highlighting an accessible service, clear and respectful communication, regular updates, fair treatment, and an overall positive experience.

## 2. Distribution and Returns

### Quarter 2

We changed our surveying format from Survey Monkey to MS Forms on 1 August 2025. To enable greater feedback, we decided to begin surveying complainants with a stage 1 closure from the same date. We stopped including the link to our survey within decision letter and emails on 21 July 2025, instead sending a specific survey email the day following a case closure.

	Survey Monkey*	MS Forms	Total
Total no. of surveys issued	5	24	29
Total no. of surveys completed	1	3	4
Response rate %	20%	12.5%	14%

*Return rates below 10% should be 'treated'.*

\*We changed our surveying format from Survey Monkey to MS Forms on 1 August 2025.

### Quarter 1

The response rate this quarter was 12.5%, which is lower than we achieved in previous quarters, but comparable with rates seen across other SPSO teams.

All feedback received across rating questions was positive.

Qualitative comments were also exclusively positive, highlighting an accessible service, clear and respectful communication, regular updates, fair treatment, and an overall positive experience.

Surveys were distributed to eight customers - six with Stage 3 (investigation) decisions and two with Stage 2 (initial assessment) decisions. Only one response was received, resulting in a return rate of just over 12.5%. This meets the threshold for improvement action by the Leadership Team and is comparable to, or better than, response rates achieved by other SPSO teams this quarter. However, it marks a significant decline from the 64% average response rate recorded across Q3 and Q4 last year. As only one response was received, it also limits the representativeness of the data received.

While we are disappointed with the low response rate, it's important to note that the expanded sampling approach was only introduced toward the end of Q1. We therefore anticipate that its impact will be more evident in Q2. To support improved engagement going forward, we started issuing surveys the day after decisions are communicated, creating a deliberate separation between the decision and the feedback request. This approach has proven effective in other SPSO teams and may help encourage more responses going forward. The survey has also been significantly shortened and simplified from 1 August 2025 with the intention of increasing accessibility and encouraging uptake.

Total no. of surveys issued	8
Total no. of surveys completed	1
Response rate %	12.5%

### 3. Quantitative and Qualitative Survey Results

- Quarter 2: [2025-26 - Q2 - INWO Complaints Customer Feedback Survey - Excel results \(A54340775\)](#)
- Quarter 1 : [2025-26 Q1 - INWO Complaints Customer Feedback Survey - Excel results \(A53607289\)](#)

#### 4. Analysis of Customer Satisfaction Feedback

Feedback has been analysed by the Head of Service and INWO Operational Manager and shared with SPSO's Leadership Team, Service Improvement Forum and all SWF colleagues:

##### Quarter 2

Notable points of improvement	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
Notable points of satisfaction	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
All responses received were positive.  Compliments received re: empathy, professionalism and transparency.	We will communicate effectively with you  We will work openly and fairly	Positive feedback to be shared with the staff members named in survey.

##### Quarter 1

Notable points of improvement	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
Low volume of feedback received (only one complainant responded). This limits the representativeness of the feedback.	All	From the end of May 2025, the survey was sent to a broader pool of complainants to expand the sample. As of 1 August, the survey has been significantly shortened and simplified to encourage greater participation. Additionally, surveys are now issued separately from the decision letter. This approach has proven effective in increasing response rates in other SPSO teams.
Notable points of satisfaction	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
Exclusively positive feedback was received with the respondent noting that they 'strongly agreed' to all questions. Similarly, the qualitative feedback demonstrated evidence of an accessible service, clear and respectful communication,	All	Positive feedback to be shared with the staff member (who was named in survey) in August 2025 and share with the team at August 2025 team meeting.

regular updates and transparency, fair treatment and a positive overall experience.		
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## **2. Significant comparison points between quarterly feedback**

### **2.1 Quarter 2**

There were no significant comparisons between feedback received. Comparison between Q3 and Q2 will be more accurate due to same process of surveying and collecting system. We hope to continue to receive positive feedback from our complainants.

### **2.2 Quarter 1**

The response rate in Q1 was significantly lower than in the previous two quarters. While the feedback received was entirely positive, which differed from the more mixed responses in Q4, the reliability of this comparison is limited due to the low number of responses (only one received). We are optimistic that the actions implemented in Q2 will lead to increased response rates, resulting in more representative feedback and enabling more reliable comparisons over time.