

SPSO Customer Satisfaction Survey Results 2025-26 Q1-2

Public Service Complaints

Method

935



complainants surveyed



issued via email
(and post if requested)

10%



response rate

Key findings

1

Complainants value SPSO's professional and clear communication across all channels



2

The online form for public service complaints needs a higher word limit for detailed submissions

3

Complainants find the online complaint form accessible and easy to use

4

Satisfaction with complaint handling times is low



Positive Feedback



“Thank you for the time, effort and sensitivity [you have] put into dealing with my complaints”

“Thank you for taking the time to investigate this matter thoroughly and making me feel validated for what I’m going through”

“I appreciate all your help...this outcome will hopefully let me finally have some kind of peace and closure...”

“I hope that [my complaint] may have helped improve the service provided... I am so grateful for everything that you have done...”

“Thank you so much for your compassion and for taking a good deal of your time to really listen“

“I appreciate [you listening to me]. Even just a kind voice, it really makes a difference.”

