

Customer satisfaction survey				
	Enquiries (white British)		Investigations (white British)	
	Enquiries (white British)	Enquiries (BAME)	Investigations (white British)	Investigations (BAME)
2014-15	833	231	742	126
2013-14	1871	444	628	94
2012-13	1726	391	121	20

How easy or difficult was it to find out about PHSO? (Only asked to enquiry-stage interviewees)				
	Enquiries			
	White British total*	White British responding "very easy" or "fairly easy"	BAME total*	BAME responding "very easy" or "fairly easy"
2014-15	820	648	229	179
2013-14	1832	1508	435	330
2012-13	1524	1274	354	288

Thinking back to your contacts with the Ombudsman, how much do you agree or disagree with each of the following statements?
When I first contacted the Ombudsman, the staff clearly explained about what the Ombudsman can and cannot do.

	Enquiries				Investigations			
	White British total*	White British responding "strongly agree" or "tend to agree"	BAME total*	BAME responding "strongly agree" or "tend to agree"	White British total*	White British responding "strongly agree" or "tend to agree"	BAME total*	BAME responding "strongly agree" or "tend to agree"
2014-15	789	565	220	162	714	563	124	90
2013-14	1798	1329	436	314	591	462	89	73
2012-13	1628	1291	375	289	118	110	20	19

Thinking back to your contacts with the Ombudsman, how much do you agree or disagree with each of the following statements?
When I first contacted the Ombudsman, the staff clearly explained the complaints process to me.

	Enquiries				Investigations			
	White British total*	White British responding "strongly agree" or "tend to agree"	BAME total*	BAME responding "strongly agree" or "tend to agree"	White British total*	White British responding "strongly agree" or "tend to agree"	BAME total*	BAME responding "strongly agree" or "tend to agree"
2014-15	786	560	219	163	699	544	120	93
2013-14	1766	1308	427	309	594	470	89	70
2012-13	1625	1266	370	293	139	130	58	55

Thinking back to your contacts with the Ombudsman, how much do you agree or disagree with each of the following statements?
The complaints process was easy to understand.

	Enquiries				Investigations			
	White British total*	White British responding "strongly agree" or "tend to agree"	BAME total*	BAME responding "strongly agree" or "tend to agree"	White British total*	White British responding "strongly agree" or "tend to agree"	BAME total*	BAME responding "strongly agree" or "tend to agree"
2014-15	789	557	216	152	730	524	126	94
2013-14	1782	1327	432	304	611	464	91	66
2012-13	1615	1241	374	282	141	129	56	53

***Totals exclude "don't know" responses.**

