

Parliamentary and Health Service Ombudsman
Customer Satisfaction Survey 2012

Survey of complainants

Draft v9. 01.06.12

SCREENER

- S1) **Good morning/afternoon. My name is XXX and I'm calling from IFF Research on behalf of the Parliamentary and Health Service Ombudsman. Please can I speak to NAME FROM SAMPLE?**

ADD IF NECESSARY: **We are an independent research company and we're doing some work on behalf of the Parliamentary and Health Service Ombudsman, to explore how satisfied NAME FROM SAMPLE is with their recent contact with the Ombudsman.**

SINGLE CODE

- Continue 1
- Transferred 2
- Refused 3
- Hard appointment 4
- Soft appointment 5
- Dead/unobtainable number 6
- Fax 7
- Not available in deadline 8
- Other (SPECIFY) 9

Hello, may I speak to Mr/Mrs < >. I'm calling from IFF Research, an independent research company, on behalf of the Parliamentary and Health Service Ombudsman (PHSO). I understand that you've been in contact with the Ombudsman's staff recently regarding a complaint? Is this a convenient time to talk?

TEXT SUB IF PREVIOUS CONTACT AS 'ENQUIRER':

ADD IF NECESSARY: When the Parliamentary and Health Service Ombudsman receives a complaint, there is an initial assessment stage that determines whether an investigation takes place and then, if appropriate, the investigation itself. Separate interviews take place for each of these stages and you may already have been interviewed about the initial assessment stage. This interview will relate solely to the final investigation that was completed recently.

I'd like to ask you a few questions about your satisfaction with the decision about your complaint and the customer service you've received. This is to help the Ombudsman improve the service. Most people find the survey only takes about 10-15 minutes. Is that OK? Thanks.....

SINGLE CODE:

- Continue 1
- Refused 2
- No contact with PHSO 3
- Hard appointment 4
- Soft appointment 5
- Other (SPECIFY) 6
- Needs reassurances 7

REASSURANCES – ADD RELEVANT REASSURANCE IF NECESSARY:

- All views you give will be treated in the strictest confidence and you will not be identified unless you wish to do so. All the data will be put together to form an overall picture.
- Results will be used to improve the service provided by the Parliamentary and Health Service Ombudsman in future.
- We work strictly within the Market Research Society Code of Conduct
- Contacts at IFF Research are [REDACTED] or [REDACTED] if you would like to find out more about the survey (020 7250 3035)
- If you want to check with the Parliamentary and Health Service Ombudsman that the research is genuine, please contact [REDACTED], tel: 0300 061 [REDACTED], email: [REDACTED]@ombudsman.org.uk. IMPORTANT NOTE: [REDACTED] can only deal with queries about the research. He CANNOT deal with enquiries about the respondent's case.
- If you want to talk to the Parliamentary and Health Service Ombudsman about your case, please contact PHSO customer services on 0345 015 4033
- Your contact details have been supplied by the Parliamentary and Health Service Ombudsman

ASK IF REFUSED AT S1 OR S2. OTHERS TO Q1

S1a. **And can I just confirm, is it just inconvenient to talk today, or would you prefer not to be contacted about the Parliamentary and Health Service Ombudsman customer satisfaction surveys at all in future? SINGLE CODE**

1. Just inconvenient today – don't mind being called in future THANK AND CLOSE
2. Would rather not be contacted again THANK AND CLOSE

READ OUT:

Anything you say will be treated in confidence. I also need to point out that this conversation may be monitored or recorded for training and quality purposes only.

PRECODED FROM SAMPLE: NOT TO BE SEEN BY INTERVIEWER – UNDERLYING INFORMATION

public service they made a complaint about:

1. Parliamentary
2. Health service

ASK ALL

1. How did you find out about the Parliamentary and Health Service Ombudsman?

SINGLE CODE. DO NOT PROMPT. DO NOT READ OUT

Member of Parliament

From the Government department complained about (SPECIFY)

Newspaper

Internet website (SPECIFY)

Healthcare Commission

Friend or relative

Hospital

Doctor's surgery

Primary health care trust (PCT)

Radio or TV

Citizens Advice Bureau (CAB)

Independent Complaints Advocacy Service (ICAS)/ PohWER, Carers Fed, SEAP

Other support advocacy service or local community organisation

Solicitors

The Adjudicator's Office

Independent Complaints Adjudicator

Independent Case Examiner (ICE)

Other (SPECIFY)

Don't know or can't remember

2 Thinking back to the time when you made your complaint to the Ombudsman's Office, what did you want to happen as a result of making a complaint?

MULTICODE. DO NOT PROMPT. DO NOT READ OUT

Explanation of what happened

Hold people to account for their actions

Get the Government Department/NHS to undo what it did wrongly

Get money I was due

To have someone thoroughly look into my complaint

Get compensation

Make sure it does not happen to someone else

Get the Government Department's / NHS's decision changed

To get an apology

Other (SPECIFY)

Don't know or can't remember

SATISFACTION WITH DECISION

I would like to ask you a few questions on how you feel about the final decision regarding your complaint.

ASK ALL

- 3. How satisfied or dissatisfied are you with this decision – I mean just the final decision, not the overall way in which your complaint was dealt with by the Ombudsman's Office?**

Are you ...

READ OUT. SINGLE CODE

Very satisfied – Route to 5

Fairly satisfied – Route to 5

Neither satisfied nor dissatisfied – Route to 5

Fairly dissatisfied – Route to 4

Very dissatisfied – Route to 4

Don't know or can't remember (DO NOT READ OUT) – Route to Customer Service intro

ASK IF DISSATISFIED OR VERY DISSATISFIED AT 3

- 4. I am sorry to hear that. Why are you dissatisfied with the final decision?**

DO NOT READ OUT. CODE ALL THAT APPLY.

- I did not get what I was looking for/wanted
- The process took too long
- My complaint was not accepted/upheld
- Other (SPECIFY)

ASK IF SATISFIED OR NEITHER AT 3

- 5. Why do you say that?**

PROBE FULLY. WRITE IN

Free text

CUSTOMER SERVICE

Moving on now from the final decision about your complaint, for the rest of the interview I would like you to think only about the customer service you received from the Ombudsman. I know that it's sometimes difficult to separate outcome from customer service, but if you can think only about customer service from now on that would be helpful.

ASK ALL

6. 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.
- When I first contacted the Ombudsman, the staff clearly explained the Ombudsman complaints process to me
- The complaint process was easy to understand
- I was told how long it was likely to take to deal with my complaint
- I was kept up-to-date throughout
- I was informed about any delay - **IF DISAGREE, PROBE: Just to check, was there any delay? INTERVIEWER - IF NOT, CODE TO "DON'T KNOW/NO DELAYS"**
- I had confidence in the system handling my complaint – INTERVIEWER – ALWAYS READ OUT: By this we mean confidence in the Ombudsman's system of handling your complaint, NOT the original organisation you were unhappy with.

Do you ... ?

READ OUT. SINGLE CODE FOR EACH STATEMENT

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know (DO NOT READ OUT)

ASK ALL

7. And how much do you agree or disagree that the Ombudsman's staff you dealt with

RANDOMISE

- Fully understood your complaint
- Were polite and considerate
- Were professional
- Were easy to get hold of
- Kept you informed and updated
- Were sympathetic
- Were helpful and approachable

Do you ... ?

READ OUT. SINGLE CODE FOR EACH STATEMENT

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree
Strongly disagree
Don't know (DO NOT READ OUT)

ASK ALL

8. How did staff at the Ombudsman's office communicate with you?

PROBE FULLY. PROMPT AS NECESSARY

MULTICODE

Phone
Letter
Email
Other (SPECIFY)

ASK ALL

9. Would you have preferred any other form of communication with the Ombudsman's staff?

SINGLE CODE

Yes – Route to 10
No – Route to 11
Don't know – Route to 11

ASK IF YES AT 9

10. How would you have preferred the Ombudsman's staff to communicate with you?

SHOW ONLY THOSE NOT CODED AT Q8. EXCEPTION IS 'OTHER', WHICH SHOULD ALWAYS BE SHOWN.

PROBE FULLY. PROMPT AS NECESSARY

SINGLE CODE

Phone
Letter
Email
Other (SPECIFY)
Don't know (DO NOT READ OUT)

ASK ALL

11. Did you have any letters/emails from the Ombudsman in the time BEFORE you received the final decision?

SINGLE CODE

Yes – Route to 12
No – Route to 13
Don't know/can't remember – Route to 13

IF YES AT 11

12. And thinking about these letters/emails how much would you agree or disagree that they were easy to understand?

Do you ... ?
READ OUT. SINGLE CODE
Strongly agree
Tend to agree
Neither agree nor disagree

Tend to disagree
Strongly disagree
Don't know (DO NOT READ OUT)

Now, I'd like to ask you about the correspondence you received informing you of the decision on your complaint. This would have been in the form of a letter or report. IF DIFFICULTIES CONFIRMING THIS, ASK ABOUT THE LAST DETAILED LETTER OR REPORT RECEIVED.

ASK ALL

13. How much would you agree or disagree that the final report or letter ...

RANDOMISE

- Was easy to understand and used plain language
- Dealt with the most important aspects of your complaint
- Explained the reasons behind the decision
- Provided evidence to support its conclusions
- Made you feel that the decision was reached following an independent, fair and unbiased investigation
- Made you feel that the outcome was reached following a thorough investigation

READ OUT. SINGLE CODE FOR EACH STATEMENT

Do you ... ?

Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don't know (DO NOT READ OUT)

DELETE Q14

ASK ALL

14. How detailed was the letter or report?

Was It ... ?
READ OUT. SINGLE CODE

Too detailed
About right
Not detailed enough
Don't know or can't remember

ASK ALL

15. Were you given an opportunity to comment on the draft report or letter?

SINGLE CODE

Yes – Route to 16
No – Route to 18
Don't know or can't remember (DO NOT READ OUT) – Route to 18

ASK IF YES AT 15

16. And did you make any comments?
SINGLE CODE

- Yes – Route to 17
- No – Route to 18
- Don't know or can't remember (DO NOT READ OUT) – Route to 18

ASK IF YES AT 16

17. Was it clear to you how the Ombudsman staff used your comments?
SINGLE CODE

- Yes
- No
- Don't know or can't remember (DO NOT READ OUT)

ASK ALL

18. On balance, do you feel that the letter or report upheld your complaint or not – by 'upheld' we mean supported your complaint?

IF NOT CLEAR FROM LETTER, ASK THEIR PERCEPTION OVERALL

DO NOT PROMPT

SINGLE CODE

- Upheld or yes
- Partly upheld
- Not upheld or no
- Don't know or can't remember
- Case not finalised yet

IF UPHELD, PARTIALLY UPHELD AT 17

19. Do you feel that things will be/have been put right as a result of the investigation?
SINGLE CODE

- Yes – Route to 20
- No – Route to 20
- Don't know/no opinion - Route to 21

ASK IF YES OR NO AT 19

20. Why do you say that?
PROBE FULLY. WRITE IN

Free text

IF UPHELD, PARTIALLY UPHELD AT 17

20b. How satisfied are you with the recommendations made in the final report or letter as a result of the investigation?

READ OUT. SINGLE CODE FOR EACH STATEMENT

Are you ... ?

- Very satisfied Route to 20
- Fairly satisfied Route to 20
- Neither Route to 20
- Fairly dissatisfied Route to 20

Very dissatisfied Route to 20
Don't know/no opinion - Route to 21

ASK ALL...

21. Thinking about the time that was actually taken to deal with your complaint and taking into account any information that you were provided by the Ombudsman's Office about timescale, would you say that the time taken was ... ?

READ OUT. SINGLE CODE

Much longer than you expected – Route to 22
Slightly longer than you expected - Route to 22
About the time you expected - Route to 22
Slightly shorter than you expected - Route to 22
Much shorter than you expected - Route to 22
Don't know/no opinion – Route to 24

ASK IF LONGER, THE SAME OR SHORTER AT 21

22. Why do you say that?

PROBE FULLY. WRITE IN

Free text

ASK IF LONGER, THE SAME OR SHORTER AT 21

23. How long do you think it should have taken the Ombudsman's Office to deal with your case?

DO NOT READ OUT - IF THE RESPONDENT SAYS A FEW WEEKS PLEASE CLARIFY BEFORE CODING IF MORE OR LESS THAN A MONTH

SINGLE CODE

Less than a week
At least a week but less than a month
At least a month but less than three months
At least three months but less than six months
At least six months but less than a year
At least a year but less than two years
Two years or more
Don't know/no opinion

ASK ALL

24. And overall, how satisfied or dissatisfied are you with the level of customer service you received?

Were you ...
READ OUT. SINGLE CODE

Very satisfied – Route to 25
Fairly satisfied – Route to 25
Neither satisfied nor dissatisfied – Route to 25
Fairly dissatisfied – Route to 25
Very dissatisfied – Route to 25
Don't know (DO NOT READ OUT) – Route to 26

ASK IF SATISFIED, DISSATISFIED OR NEITHER AT 24

25. Why were you (TEXT SUB FROM Q24: satisfied / dissatisfied / neither satisfied nor dissatisfied) with the customer service you received?

PROBE FULLY. WRITE IN

Free text

ASK ALL

26. How likely or unlikely would you be to contact the Parliamentary and Health Services Ombudsman again with a complaint?

READ OUT. SINGLE CODE

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely
- Don't know (DO NOT READ OUT)

ASK ALL

27. How likely or unlikely would you be to recommend the Ombudsman service to friends and family?

READ OUT. SINGLE CODE

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely
- Don't know (DO NOT READ OUT)

ASK ALL

28. How do you think the Parliamentary and Health Service Ombudsman could improve their customer service?

PROBE FULLY. WRITE IN

Free text

ASK ALL

29. Earlier on in this interview, I asked you to base your answers on customer service rather than the outcome of your enquiry. On reflection how much would you agree or disagree that you have been able to do this?

Do you ...?
READ OUT. SINGLE CODE

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

PROFILING SECTION

Finally, we would like to ask some questions about you so that we understand the views of the whole range of people

**A. INTERVIEWER: CODE GENDER
SINGLE CODE**

Male
Female

ASK ALL

**B. What age were you on your last birthday?
SINGLE CODE**

READ IF NECESSARY

18-24
25-34
35-44
45-54
55-64
65-74
75-84
85+
Refused/Don't know

ASK ALL

**C: Can I ask what is/was your occupation?
PROBE FULLY. WRITE IN**

ASK ALL

**D: What industry is/was that a part of?
PROBE FULLY. WRITE IN**

ASK ALL

**E: What position do/did you hold?
PROBE FULLY. WRITE IN**

ASK ALL

**F: What is your highest qualification/degree/apprenticeship?
PROBE FULLY. WRITE IN**

ASK ALL

G: How many people are/were employed at your establishment (by establishment I mean the site at which you work rather than the company as a whole)? PROBE FULLY. WRITE IN

The Disability Discrimination Act defines a person as having a disability if he or she *'has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities'*.

ASK ALL

H. Do you have such a disability?
SINGLE CODE

Yes – Route to I

No – Route to J

Refused/Don't know – Route to I

ASK IF YES TO H

I. Please describe the nature of your disability

FREE TEXT RESPONSE – RECORD WORD FOR WORD

Don't know

Refused

J Would you say that you had some special communication needs in dealing with the Ombudsman's staff?

SINGLE CODE

Yes

No

Don't know or can't remember

ASK IF YES

K What were your requirements?
PROBE FULLY. WRITE IN

Free text

IF YES

L Did the Ombudsman meet your requirements?
SINGLE CODE

Yes

No

Don't know or can't remember

M What is your ethnic group? Are you Asian, Black, Chinese, of a mixed background, White or of another ethnic group?

And is that ... read from list below as appropriate

SINGLE CODE

- Asian or Asian British* **Indian** .
- Asian or Asian British* **Pakistani** .
- Asian or Asian British* **Bangladeshi** .
- Asian or Asian British* **Any other Asian background** .
- Black or Black British* **Caribbean** .
- Black or Black British* **African** .
- Black or Black British* **Any other Black background** .
- Chinese* **Chinese** .
- Mixed* **White and Black Caribbean** .
- Mixed* **White and Black African** .
- Mixed* **White and Asian** .
- Mixed* **Any other mixed background** .
- White* **British** .
- White* **Irish** .
- White* **Any other White background** .
- Other ethnic group (please specify)* .
- Refused/Don't Know .

ASK ALL

N. At what stage did you finish full time education?

PROMPT IF NEEDED

SINGLE CODE

- After school
- After university or college
- After a post graduate education or higher degree
- Other
- Don't know
- Prefer not to answer

ASK ALL

P. Do you live in ... :

READ OUT. SINGLE CODE

- England
- Scotland
- Wales
- Northern Ireland
- Other
- Refuse

END1) Thank you. The Parliamentary and Health Service Ombudsman takes all comments from the public seriously.

Do you consent to us passing back your individual responses to the Ombudsman's research team? This includes your name and contact details. After they have analysed the information they will make sure that your name and contact details are removed.

Only research staff will see your results. Is that OK?

If respondent objects ...

- **The aim of this is really to help improve the service.**
- **We are very aware of concerns about data confidentiality in the public sector, and we do all we reasonably can to ensure data security and confidentiality.**
- **If you have some further concerns, you can speak to the Ombudsman's staff about it**
SINGLE CODE

Yes

No

END1A) WRITE IN IF MAJOR ISSUE ARISES (PERSON SPECIFICALLY REQUESTS NEVER TO BE SURVEYED AGAIN, HAS DIED ETC)

Free text

END2) May we contact you again with regards to this survey if any queries should arise?

Yes	1	
No	2	

END3) Could I please check that that I have the correct contact details?

Name	
Telephone	

Allow REF

END4) Could I please take your full postcode? This will only be used to compare results by geographical area, not to identify you personally.

Full postcode	
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Allow REF – IF REFUSED, THANK & CLOSE

END5) INTERVIEWER – PLEASE READ FULL POSTCODE BACK TO RESPONDENT. READ OUT: Is this correct?

Yes	1	THANK AND CLOSE
No	2	ENTER CORRECT DETAILS AT END 4, THEN THANK AND CLOSE

END6) The Parliamentary and Health Service Ombudsman may want to carry out further research in the future. Would you be willing for IFF, or another research company working for the Ombudsman, to re-contact you to help with that research? This may involve sharing your contact details and the responses you've given to this survey with another research company, for research purposes only. SINGLE-CODE

Yes	1	
No	2	
Don't know	3	

REASSURANCES - ADD RELEVANT REASSURANCE IF NECESSARY:

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