



Private & Confidential
Parliamentary and Health Service Ombudsman
Customer Satisfaction Survey 2012

J5131

Date 9/5/14

Survey of Reviews

Draft v7. 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

S2) 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. I understand that you've been in contact with the Ombudsman's staff recently regarding a complaint about the Ombudsman? Is this a convenient time to talk? Your original complaint would have been about the NHS or a public service but we want to ask you some questions about your subsequent complaint against the Ombudsman.

TEXT SUB IF PREVIOUS CONTACT AS 'ENQUIRER' OR 'COMPLAINANT':

ADD IF NECESSARY: The Parliamentary and Health Service Ombudsman carries out separate interviews for the handling of your complaint about the NHS or a government department and for the handling of complaints about the Ombudsman. You may already have been interviewed about the handling of your original complaint. This interview will relate solely to your complaint about the Ombudsman 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 received. This is to help the Ombudsman improve the service. Most people find the survey only takes about 10 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.

You contacted the Ombudsman's Office regarding a complaint you had with a public service.

ASK ALL

1 Just to confirm, in addition to your original complaint about a public service, did you also make a complaint about the Ombudsman's Office or ask them to review their final decision?

- | | |
|---------------------|-----------------|
| Yes | CONTINUE |
| No | Thank and CLOSE |
| Don't know or other | Thank and CLOSE |

IF YES AT 1

2 Is your complaint about the Ombudsman still with the Office, i.e. are you still waiting for the outcome of your complaint?

- | | |
|---------------------|-----------------|
| Yes | Thank and CLOSE |
| No | CONTINUE |
| Don't know or other | Thank and CLOSE |

ASK ALL

- 3 Thinking back to the time when you made your complaint about the Ombudsman, what did you want to happen as a result of your complaint?**

MULTICODE. DO NOT PROMPT. DO NOT READ OUT

Reinvestigate the original complaint
Review the reasons behind the decision
To discipline the Ombudsman's staff
To implement changes in the complaint process
To reach a different decision
To appeal against the Ombudsman's decision
Other (SPECIFY)
Don't know

SATISFACTION WITH DECISION

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

In answering these questions please think specifically about the complaint you made about the Ombudsman's Office and not the original complaint about the public service

ASK ALL

- 4 How satisfied or dissatisfied are you with this decision – I mean just the final decision, not the overall way in which this 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 ALL WHO WERE FAIRLY OR VERY DISSATISFIED AT Q4

- 5 I am sorry to hear that. Why are you dissatisfied with the final decision?**
PROBE FULLY. WRITE IN

Free text

ASK ALL WHO WERE FAIRLY OR VERY SATISFIED OR NEITHER AT Q4

- 5A. Why do you say that?**
PROBE FULLY. WRITE IN

Free text

CUSTOMER SERVICE

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

In answering these questions please think specifically about the complaint you made about the Ombudsman's Office and not the original complaint about the public service.

ASK ALL

6 Thinking about how the Ombudsman' staff dealt with your complaint about them, how much do you agree or disagree with each of the following statements?

- They clearly explained what they could and could not do
- They clearly explained the Ombudsman complaints process to me
- The complaints 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 when your case was at the review stage?

PROBE FULLY. PROMPT AS NECESSARY

MULTICODE

Phone

Letter

Email

Other (SPECIFY)

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

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 or other	Route to 13

ASK IF YES AT 11

12 And thinking about these letters / emails how much do 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)

ASK ALL

13 Now I would like to ask you about the contact informing you of the decision on your complaint about the Ombudsman's office. How much do you agree or disagree that it ... ?

- Was easy to understand and used plain language
- Explained the reasons behind the decision
- Provided evidence to support the decision
- Made you feel that the decision was reached following a fair and unbiased review
- Made you feel that the outcome was reached following a thorough review

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

- 14 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 15
Slightly longer than you expected - Route to 15
About the same as you expected - Route to 15
Slightly shorter than you expected - Route to 15
Much shorter than you expected - Route to 15
Don't know/no opinion (DO NOT READ OUT) - Route to 17

ASK IF LONGER, THE SAME OR SHORTER AT 14

- 15 Why do you say that?**
PROBE FULLY. WRITE IN

Free text

ASK IF LONGER, THE SAME OR SHORTER AT 14

- 16 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

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

- 17 And overall, how satisfied or dissatisfied were you with the customer service you received?**

Were you ... ?
READ OUT. SINGLE CODE

Very satisfied – Route to 18
Fairly satisfied – Route to 18
Neither satisfied nor dissatisfied – Route to 18
Fairly dissatisfied – Route to 18
Very dissatisfied – Route to 18
Don't know (DO NOT READ OUT) – Route to 19

ASK IF SATISFIED, DISSATISFIED OR NEITHER AT Q17

18 Why were you (TEXT SUB FROM Q17: satisfied / dissatisfied / neither satisfied nor dissatisfied) with the customer service you received?

PROBE FULLY. WRITE IN

Free text

ASK ALL

19 How likely or unlikely would you be to contact the Parliamentary and Health Service Ombudsman Office 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

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

READ OUT. SINGLE CODE

Very likely

Fairly likely

Neither likely nor unlikely

Fairly unlikely

Very unlikely

Don't know (DO NOT READ OUT)

ASK ALL

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

PROBE FULLY. WRITE IN

Free text

ASK ALL

22 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 (DO NOT READ OUT)

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? Read if necessary
SINGLE CODE**

18-24
25-34
35-44
45-54
55-64
65-74
75-84
84+
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

H 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

Do you have such a disability?

SINGLE CODE

Yes – Route to I

No - Route to J

Refused/Don't know – Route to J

ASK IF YES AT H

I Please describe the nature of your disability

FREE TEXT RESPONSE – RECORD WORD FOR WORD

Don't know

Refused

ASK ALL

J 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

K. 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

M. 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 be used only to compare results by geographical area, not to identify you personally.

Full postcode	
---------------	--

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	

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