



SURVEY: Your experience with the Parliamentary and Health Service Ombudsman

Thank you for agreeing to participate in this survey. The aim of this short - anonymous- survey is to get a better understanding of how you experienced dealing with the Parliamentary and Health Service Ombudsman (PHSO). What did you value and what could be improved? The survey will help develop the experience of dealing with an ombudsman service and inform future change.

The order of questions aims to reflect your complaint journey: before you contacted the ombudsman/ first contact /the procedure /the outcome / and overall experience.

All survey responses are confidential, and will be used for research purposes only.

This survey will not take longer than 10 min to complete.

Before you contacted the PHSO

1. When did the problem, you contacted the Financial Ombudsman Service about first start? [Month/year] [_____]

2. Could you briefly state, in your own words, what the problem was you contacted the ombudsman service about?

3. I feel that I have spent much time and energy on trying to sort out the problem before approaching the ombudsman.

<i>Strongly agree</i>	<i>agree</i>	<i>neither agree or disagree</i>	<i>disagree</i>	<i>strongly disagree</i>

4. ...and what did you want the PHSO to do for you?

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5. How important were the following in your decision to complain?

	Most important	Fairly important	Important	Fairly unimportant	Least important
Resolving my problem					
Getting someone to listen to me					
Getting an apology					
Getting a financial compensation, getting my money back					
Changing the business processes					
Preventing others from having the same problems as myself					
Being treated with respect and dignity					

First contact with the PHSO

6. Is this the first time that you are dealing with an ombudsman service?

Yes	No

7. How did you hear about the PHSO?

From the company complained about	
OS website	
Internet search	
Media (newspaper, radio, TV)	
Recommended	
OTHER, please specify	

8. How did you first contact PHSO?

By telephone	
By letter / fax	
By email	
Through OS website	
Someone else contacted on my behalf	
OTHER, please specify	

9. When did you first contact the PHSO?
[Month/year] [_____]

10. What was your impression of the staff when you first contacted the PHSO? Choose as many as apply...

Helpful	
Understood my problem	
Seemed to know what they were talking about	
Treated me with respect and courtesy	
Seemed trustworthy / seemed to act with good intent	
Seemed interested in hearing my story	
Seemed unbiased and neutral	
Were unhelpful	
Did not understand my problem	
Not sure, can't remember.	

11. Did you ever use the ombudsman's website?

Yes	No

12. ...if you did, how easy or difficult was it to find what you needed on the PHSO's website?

<i>Very easy</i>	<i>Fairly easy</i>	<i>neither easy nor difficult</i>	<i>Fairly difficult</i>	<i>Very difficult</i>

The procedure

The following questions are aimed at understanding how you experienced the stages in the decision-making procedure and how you felt about the way your case was handled, *before you received an outcome.*

13. Were you satisfied with how the PHSO dealt with your case?

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>

...and why did you say that?

14. Was the way in which your case was decided what you expected?

<i>Exactly what I expected</i>	<i>close to what I expected</i>	<i>not sure what I expected</i>	<i>Not at all what I expected</i>

... and why did you say that?

15. During the procedure dealing with the PHSO (before you got the outcome) would you agree or disagree that ...

	<i>Strongly agree</i>	<i>agree</i>	<i>Neither agree or disagree</i>	<i>disagree</i>	<i>Strongly disagree</i>
The information you received was accurate					
You were kept informed about how your case was progressing					
You felt the time it took to reach a decision was too long					
You felt that you had your say in the procedure					
You felt that your case handler understood your problem					
You felt that your case handler took you seriously					
You felt the case handler was neutral					
You were treated with respect and courtesy					
You felt you could trust the case handler					

16. How did you mostly communicate with the PHSO?

Telephone conversation	
Correspondence by post	



Through someone else	
Texting	
Emailing	
Internet (excluding email)	

17. Were you happy with the method of communication?

<i>Very happy</i>	<i>Fairly happy</i>	<i>neither happy nor unhappy</i>	<i>Fairly unhappy</i>	<i>Very unhappy</i>

... if unhappy, why did you say that?

18. How many times do you estimate were you in contact (email, telephone, text message, letter, fax...) with the ombudsman team throughout the complaints procedure?

Up to 10 times / between 10-20 times / more than 20 times / I am not sure

19. How long did you expect the procedure to take?

Less than a month / 1 -3 months / more than three months

20. How long did it actually take?

Less than a month / 1 -3 months / more than three months

Do you have any other comments about the way in which the ombudsman service dealt with your case (i.e. what was good or what could be improved)?

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The outcome

The following questions are about the outcome of your case, and how you experienced it.

21. Do you know at what stage in the PHSO's procedure your case finished?

Early resolution - facilitated by ombudsman team	
Settlement- facilitated by ombudsman team	
Ombudsman decision	
Not sure	
OTHER, please specify	

22. Was the outcome of your case in your favor?

Yes	
No	
Partially	
Not sure	

... and why was that so?

23. Was the outcome what you expected?

<i>Exactly what I expected</i>	<i>close to what I expected</i>	<i>not sure what I expected</i>	<i>Not at all what I expected</i>

... and why did you say that?

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24. Were you willing to accept the outcome?

<i>Very willing</i>	<i>Fairly willing</i>	<i>neither willing nor unwilling</i>	<i>Fairly unwilling</i>	<i>Very unwilling</i>

25. ... and why did you say that?

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26. If you are unwilling to accept the outcome, what will you do next?

I plan to take my case...

... to a court	
... Involve a lawyer	
... Write a letter to MP	
... I will take no further action.	
... Involve another body (please specify)	
... Other, please specify	

27. Considering the outcome of your case would you agree or disagree that

	<i>Strongly agree</i>	<i>agree</i>	<i>Neither agree or disagree</i>	<i>disagree</i>	<i>Strongly disagree</i>
The outcome of my case was					

explained clearly					
The outcome was fair and unbiased					
The procedure was transparent					
The length of time it took to deal with my case felt appropriate					

28. Do you think that others with a similar complaint as yours receive the same outcome from the PHSO?

<i>Yes</i>	<i>Likely</i>	<i>Not sure</i>	<i>Probably not</i>	<i>No</i>

... and why did you think that?

29. Do you feel that you had any control over the outcome?

<i>Yes</i>	<i>Likely</i>	<i>Not sure</i>	<i>Probably not</i>	<i>No</i>

... and why did you say that?

30. Which of the following statements applies to you?

	<i>Yes</i>	<i>Very likely</i>	<i>Not sure</i>	<i>Probably not</i>	<i>No</i>
I feel a moral obligation to follow the PHSO's recommendation					
I have confidence in the PHSO					
The PHSO is acting according to					

the law						
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The overall experience with PHSO

For the following questions please think about your overall experience with dealing with the PHSO, from first contact to outcome of your case.

31. Throughout the experience of dealing with the ombudsman service would you say that the *people* who dealt with your complaint:

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree or disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
Always did what they said they would					
Understood your problem					
You felt confident that they had the authority to deal with your problem					
It was easy to get in touch with the person handling your case					
The people dealing with my case knew what they were talking about					
The people dealing with my case seemed to be impartial					
The people dealing with my case seemed to have the same sense of right and wrong as I do					



32. How fair are the procedures the PHSO used to make the decision about your case?

<i>very fair</i>	<i>somewhat fair</i>	<i>not sure</i>	<i>somewhat unfair</i>	<i>very unfair</i>

33. How likely are you to recommend the PHSO to someone in a similar position to yourself?

<i>Very likely</i>	<i>Likely</i>	<i>Not sure</i>	<i>Unlikely</i>	<i>Very unlikely</i>

34. Overall, how satisfied were you with the PHSO in general?

<i>Very satisfied</i>	<i>Somewhat satisfied</i>	<i>Not sure</i>	<i>Somewhat dissatisfied</i>	<i>Very dissatisfied</i>

Finally, about yourself

The following questions about you will help to identify if the ombudsman service is successful at reaching people from all backgrounds and treats everyone fairly and equally.

Are you

Male	Female	Other

Are you

Employed	
Self-employed	
Studying	
Retired	

Unable to work	
Out of work and looking for work	
Out of work but not currently looking for work	
A homemaker	
Other	

How old are you?

What is the highest level of education you have completed?

1-4 GCSEs (or equivalent)	
Five or more GCSEs (or equivalent)	
Two or more A-levels (or equivalent)	
Skills for Life (including Basic Skills, Key Skills, Entry Level Certificates).	
Diploma or equivalent	
Bachelor degree or equivalent	
Master degree or equivalent	
Doctoral degree	
Other	

Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

Yes, limited a lot	Yes, limited a little	No

To which of these ethnic groups do you consider you belong?

White British	
Any other white background	
Mixed White and Black Caribbean	
Mixed White and Black African	
Mixed White and Asian	
Any other mixed background	
Indian	
Pakistani	
Bangladeshi	
Any other Asian background	
Black Caribbean	
Any other black background	
Chinese	
Other ethnic group	
Prefer not to say	

Thank you very much for taking the time to complete this survey.

