

# What do people think about complaining?

Results of a National Survey with 4,200 members of the public

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#### Approach

- Representative online survey of 4,263 members of the public on the 30 March 2015
- Survey undertaken by YouGov
- We have commissioned surveys in the past, however the size and scope of this research gives a us more detailed insight into the public's experience and attitudes towards complaining.



## Public perceptions on the right to complain

The vast majority of the public agree that they have a right to complain about poor public service and think that people should complain

92% Agree that people have a right to complain about a public service if they are unhappy with it

90% Agree that people should complain about public services if they are unhappy with the service they receive

However, just 34% of those who have experienced poor service in the past 12 months went on to complain



### People are unlikely to complain

Despite knowing that they can complain, and despite feeling that people should complain when experiencing poor service, the majority of people do not complain

**79**%

The general public having contact with a provider that the Ombudsman service investigates in the past year

27%

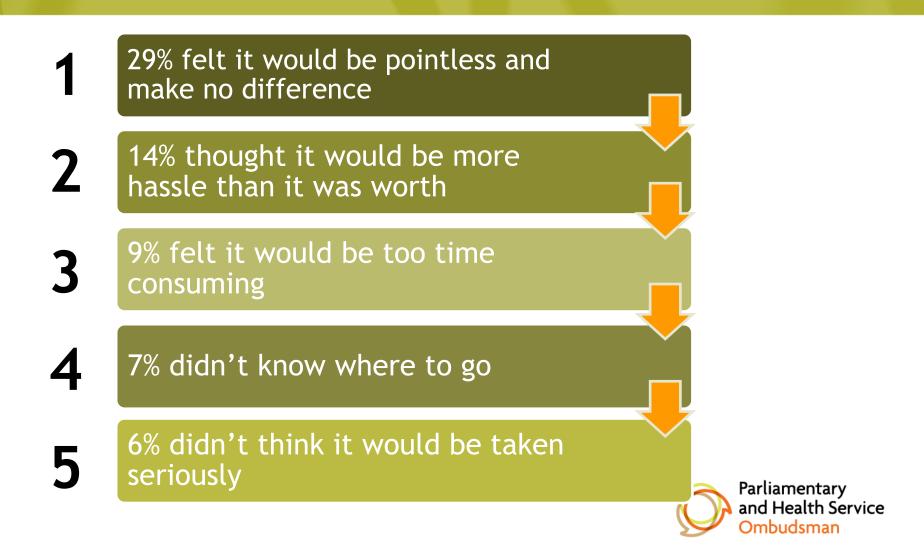
People who have used a public service and are unhappy with it. That's over a quarter!

34%

Of the 27% of unhappy people, only 34% go on to complain

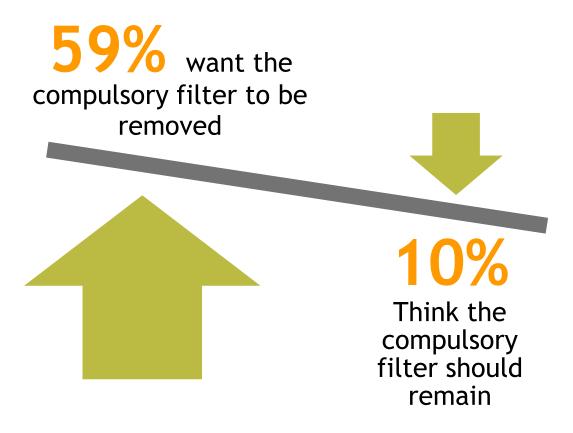


#### Barriers preventing complaining



### Making complaining easier - removing the MP filter

The majority of the public are in favour of removing the MP filter



#### The MP filter

Currently, any member of the public who is not happy with the way a government department or organisation has handled a complaint, must go through their MP before the Ombudsman can look at their complaint. The Ombudsman would like this filter to be removed

