

Analysis...: Q1. I would firstly like to talk to you about your first contact with the Ombudsman's office... Can you tell me how you found out about the Ombudsman?

Break.....: c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight...: Question Weight

Options...: Analysis Ordered

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type	Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject		
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Online / internet / website / Google	61 30%	57 32%	4 17%	4 19%	58 31%	9 25%	2 21%	51 31%	21 35%	35 30%	36 31%	19 29%	17 26%	39 34%
Always known about them / already knew about them	40 19%	33 18%	7 26%	3 15%	37 20%	7 20%	1 14%	32 20%	9 15%	26 23%	24 20%	13 20%	14 21%	23 19%
Council	21 10%	19 11%	2 8%	4 19%	17 9%	3 8%	1 7%	17 11%	5 9%	14 12%	10 9%	9 14%	4 7%	13 11%
Friend / family member / word of mouth	19 9%	17 9%	2 8%	2 11%	17 9%	2 5%	1 14%	16 10%	7 12%	5 5%	14 12%	0 1%	5 8%	12 10%
Health Board / Hospital / GP / NHS	14 7%	10 6%	4 17%	- -	14 8%	5 15%	2 29%	7 4%	5 9%	8 7%	6 6%	6 10%	14 20%	1 1%
Councillor / MP	7 4%	6 4%	1 4%	4 19%	4 2%	1 3%	- -	6 4%	0 1%	6 6%	2 1%	5 8%	1 1%	3 2%
Previous contact	6 3%	5 3%	1 4%	- -	6 3%	3 9%	- -	3 2%	3 6%	1 1%	5 4%	1 2%	0 1%	5 4%
Previously worked in civil service / local government etc.	6 3%	6 3%	- -	1 4%	5 3%	1 2%	- -	5 3%	1 1%	3 3%	4 3%	1 1%	- -	5 4%
Referral / recommended (unspecific)	4 2%	3 2%	1 4%	1 4%	4 2%	0 1%	1 7%	3 2%	0 1%	3 3%	2 2%	2 3%	1 2%	2 2%
Citizens Advice	4 2%	4 2%	0 2%	- -	4 2%	1 3%	- -	3 2%	1 1%	0 0%	2 2%	1 2%	2 3%	2 2%
Housing Association	4 2%	4 2%	- -	- -	4 2%	1 2%	- -	3 2%	- -	3 2%	1 1%	1 2%	- -	4 3%
Other	13 6%	12 7%	1 4%	2 11%	11 6%	0 1%	1 7%	12 7%	2 4%	8 7%	7 6%	5 8%	3 5%	7 6%
Don't know / can't remember	5 3%	4 2%	2 7%	- -	5 3%	2 5%	- -	4 2%	4 6%	0 0%	4 3%	- -	4 6%	2 1%

Analysis...: Q2. When you first tried to contact the Ombudsman, how easy or difficult was it to get in touch with them?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Very easy	103 50%	89 50%	14 53%	9 48%	94 51%	22 63%	2 29%	79 48%	42 71%	47 41%	70 60%	18 29%	30 45%	62 53%
Fairly easy	83 41%	72 41%	11 42%	6 33%	77 41%	10 29%	4 57%	69 42%	16 27%	51 44%	44 38%	30 48%	29 44%	47 41%
Fairly difficult	9 4%	8 4%	1 4%	2 11%	7 4%	1 4%	1 14%	6 4%	- -	8 7%	1 1%	7 11%	3 5%	4 3%
Very difficult	7 4%	7 4%	0 2%	1 4%	7 4%	1 3%	- -	6 4%	1 2%	6 5%	2 2%	5 8%	3 4%	4 3%
Don't remember	2 1%	2 1%	- -	1 4%	1 1%	- -	- -	2 1%	- -	2 2%	- -	2 3%	1 2%	- -
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EASY	186 91%	161 91%	25 94%	15 81%	170 92%	32 92%	6 86%	147 91%	58 98%	98 86%	114 98%	49 77%	59 89%	109 94%
DIFFICULT	16 8%	15 8%	1 6%	3 15%	13 7%	3 8%	1 14%	13 8%	1 2%	14 12%	3 2%	13 20%	6 9%	8 6%

Analysis...: Q3. When you made you complaint to the Ombudsman, did you receive any help in making the complaint from an advice or advocacy service?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
		Base												
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes	19 9%	15 9%	3 13%	1 7%	17 9%	5 14%	2 21%	13 8%	4 7%	12 11%	11 10%	6 9%	8 13%	9 8%
No	185 91%	163 91%	23 87%	18 93%	168 91%	30 86%	6 79%	149 92%	55 93%	102 89%	106 90%	58 91%	58 87%	108 92%

Analysis...: Q4. Did anybody at the Ombudsman's office offer to put you in touch with someone who could provide such help?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who recieved any help from an advice or advocacy service.

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	21	14	7	2	19	8	3	10	4	14	11	7	11	8
Weighted	19	15	3	1	17	5	2	13	4	12	11	6	8	9
Yes	5 29%	5 32%	0 14%	- -	5 31%	1 25%	- -	4 33%	3 70%	0 4%	4 36%	1 12%	2 23%	4 38%
No	13 68%	10 64%	3 86%	1 100%	11 65%	3 60%	2 100%	8 67%	1 30%	11 90%	7 64%	4 76%	6 69%	6 62%
Don't remember	1 4%	1 5%	- -	- -	1 4%	1 15%	- -	- -	- -	1 6%	- -	1 12%	1 9%	- -

Analysis...: Q5. In your dealings with the Ombudsman's office, did someone ask you how you would prefer to communicate with them – i.e. by post, telephone, email?

Break.....: c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight...: Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes	118 58%	100 56%	18 70%	8 41%	111 60%	27 77%	5 64%	87 54%	44 74%	51 44%	85 73%	21 33%	38 57%	72 62%
No	40 19%	38 21%	2 8%	4 19%	36 20%	4 10%	1 7%	36 22%	7 11%	29 25%	12 10%	24 38%	13 19%	23 20%
Don't remember	46 22%	40 22%	6 23%	8 41%	38 21%	4 12%	2 29%	39 24%	9 15%	34 30%	20 17%	18 29%	16 24%	22 19%

Analysis...: Q6. And did the Ombudsman's staff use your preferred method to communicate with you about your case?

Break.....: c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight...: Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes	143 70%	123 69%	20 77%	13 67%	131 71%	29 83%	5 64%	110 68%	47 79%	68 59%	94 80%	34 53%	49 73%	81 69%
No	29 14%	27 15%	2 8%	2 11%	27 14%	5 13%	1 14%	23 14%	5 9%	23 20%	7 6%	19 30%	9 14%	17 14%
Don't remember	32 16%	28 16%	4 15%	4 22%	28 15%	1 4%	2 21%	29 18%	7 12%	23 21%	16 14%	11 17%	9 13%	19 16%

Analysis...: Q7. Were you asked if you had any additional requirements for communicating with the Ombudsman, e.g. large print, translation, files in digital format, meetings over Skype?

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes	75 37%	64 36%	11 43%	6 30%	69 38%	12 34%	4 50%	60 37%	25 42%	33 29%	50 43%	13 20%	22 33%	47 40%
No	76 37%	67 38%	8 32%	9 48%	66 36%	14 39%	1 14%	61 38%	18 31%	53 46%	32 27%	37 58%	25 37%	41 35%
Don't remember	53 26%	47 26%	6 25%	4 22%	49 27%	9 27%	3 36%	41 26%	16 27%	28 25%	35 30%	14 21%	20 30%	29 25%

Analysis...: V130_1y~V180_1y

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Analysis %, Respondents

Counts Analysis % Respondents	Total								AGREE	DISAGREE
		Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/Can't remember			
Q8a. I was given clear information about the Ombudsman's process for handling complaints	204	90 44%	49 24%	16 8%	15 7%	23 11%	11 5%	- -	139 68%	39 19%
Q8b. I was given clear information about the Ombudsman's role and what the office can and cannot do	204	85 42%	53 26%	23 11%	18 9%	20 10%	5 2%	- -	138 68%	38 19%
Q8c. The staff I dealt with have treated me with courtesy and respect	204	120 59%	30 15%	19 9%	11 5%	16 8%	8 4%	- -	150 73%	27 13%
Q8d. Staff have been easy to get hold of	204	68 33%	58 28%	25 12%	17 8%	22 11%	14 7%	- -	126 62%	39 19%
Q8e. Staff kept me updated throughout the process in the way we agreed	204	78 38%	31 15%	23 11%	25 12%	37 18%	10 5%	- -	109 53%	61 30%
Q8f. The staff at the Ombudsman had a good understanding of my complaint	204	62 30%	40 20%	16 8%	21 10%	50 24%	15 7%	- -	102 50%	71 35%
Q8g. The staff handled my complaint according to the process explained to me	204	84 41%	41 20%	15 7%	18 9%	32 16%	14 7%	- -	126 62%	50 24%
Q8h. My complaint was considered thoroughly taking account of all relevant evidence	204	51 25%	29 14%	20 10%	22 11%	70 34%	12 6%	- -	80 39%	91 45%
Q8i. My complaint was considered impartially	204	71 35%	29 14%	23 11%	16 8%	39 19%	28 14%	- -	99 49%	54 27%
Q8j. My complaint was considered in a timely manner	204	81 40%	38 19%	26 13%	22 11%	30 15%	7 3%	- -	119 58%	52 25%

Analysis..: Q8a. To what extent do you agree or disagree that... I was given clear information about the Ombudsman's process for handling complaints

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	90 44%	76 43%	14 55%	8 41%	82 44%	21 61%	3 36%	66 41%	40 67%	38 33%	75 64%	6 10%	23 35%	58 50%
Somewhat agree	49 24%	42 24%	7 26%	1 7%	47 26%	6 18%	3 36%	40 25%	14 24%	25 22%	27 23%	16 25%	19 29%	28 24%
Neither agree nor disagree	16 8%	15 8%	1 4%	3 15%	13 7%	2 5%	- -	14 9%	1 2%	13 11%	5 4%	9 15%	2 3%	11 9%
Somewhat disagree	15 7%	13 7%	2 10%	4 19%	12 6%	3 9%	2 21%	11 6%	0 1%	13 12%	2 2%	10 16%	5 8%	6 5%
Strongly disagree	23 11%	22 13%	1 4%	1 7%	22 12%	2 7%	- -	21 13%	3 5%	21 18%	4 3%	20 31%	10 14%	12 11%
Don't know/Can't remember	11 5%	10 6%	1 2%	2 11%	9 5%	- -	1 7%	10 6%	1 1%	5 4%	5 4%	2 3%	7 11%	1 1%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	139 68%	118 66%	21 81%	9 48%	130 70%	28 79%	5 71%	106 65%	54 91%	63 55%	102 87%	22 35%	42 63%	86 74%
DISAGREE	39 19%	35 20%	3 13%	5 26%	34 18%	6 16%	2 21%	31 19%	3 6%	34 30%	6 5%	30 47%	15 22%	19 16%

Analysis...: Q8b. To what extent do you agree or disagree that... I was given clear information about the Ombudsman's role and what the office can and cannot do

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells..... : Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	85 42%	69 39%	17 64%	6 33%	79 43%	20 57%	4 57%	61 38%	42 72%	32 28%	70 60%	6 10%	23 34%	56 47%
Somewhat agree	53 26%	48 27%	5 19%	4 19%	49 26%	5 15%	2 29%	45 28%	11 19%	32 28%	30 25%	16 26%	20 30%	28 24%
Neither agree nor disagree	23 11%	20 11%	3 11%	1 4%	23 12%	4 11%	1 7%	19 12%	4 6%	13 12%	10 8%	11 17%	9 13%	14 12%
Somewhat disagree	18 9%	18 10%	0 2%	4 22%	14 7%	3 8%	- -	15 10%	- -	16 14%	5 4%	12 18%	5 7%	9 8%
Strongly disagree	20 10%	19 11%	1 4%	3 15%	17 9%	3 8%	1 7%	17 10%	- -	20 17%	1 1%	18 29%	7 10%	10 9%
Don't know/Can't remember	5 2%	5 3%	- -	1 7%	4 2%	1 2%	- -	4 3%	1 2%	1 1%	1 1%	- -	4 5%	- -
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	138 68%	116 65%	22 83%	10 52%	128 69%	25 72%	6 86%	107 66%	54 91%	65 56%	100 85%	23 36%	43 64%	84 72%
DISAGREE	38 19%	36 20%	1 6%	7 37%	31 17%	5 15%	1 7%	32 20%	- -	36 31%	6 5%	30 47%	12 17%	19 17%

Analysis...: Q8c. To what extent do you agree or disagree that... The staff I dealt with have treated me with courtesy and respect

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	120 59%	102 58%	17 66%	10 52%	110 59%	24 69%	4 57%	91 56%	47 80%	57 50%	94 81%	17 26%	38 57%	71 61%
Somewhat agree	30 15%	25 14%	5 19%	2 11%	28 15%	5 15%	2 29%	23 14%	7 11%	15 13%	15 13%	10 15%	12 19%	15 13%
Neither agree nor disagree	19 9%	18 10%	1 4%	4 19%	16 8%	2 5%	- -	17 11%	5 8%	13 11%	6 5%	11 17%	2 4%	13 11%
Somewhat disagree	11 5%	8 5%	2 9%	1 4%	10 5%	2 6%	1 14%	8 5%	- -	9 8%	1 1%	8 13%	5 8%	5 4%
Strongly disagree	16 8%	15 9%	0 2%	1 7%	14 8%	2 5%	- -	14 9%	- -	16 14%	- -	16 25%	6 9%	8 7%
Don't know/Can't remember	8 4%	8 5%	- -	1 7%	7 4%	- -	- -	8 5%	1 1%	3 3%	1 1%	3 4%	3 4%	4 4%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	150 73%	128 72%	22 85%	12 63%	138 74%	29 83%	6 86%	114 71%	54 91%	72 63%	110 93%	26 41%	50 76%	86 73%
DISAGREE	27 13%	24 13%	3 11%	2 11%	25 13%	4 12%	1 14%	22 13%	- -	25 22%	1 1%	24 37%	11 17%	14 12%

Analysis...: Q8d. To what extent do you agree or disagree that... Staff have been easy to get hold of

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	68 33%	58 33%	10 38%	6 30%	62 34%	18 50%	2 21%	49 30%	33 56%	25 22%	59 50%	3 5%	24 36%	38 32%
Somewhat agree	58 28%	53 30%	5 21%	4 19%	54 29%	7 19%	2 29%	49 30%	13 23%	36 32%	33 28%	17 26%	24 37%	29 25%
Neither agree nor disagree	25 12%	22 13%	3 11%	3 15%	23 12%	3 10%	1 14%	21 13%	5 8%	12 11%	14 12%	9 14%	3 4%	20 17%
Somewhat disagree	17 8%	14 8%	3 11%	3 15%	14 8%	2 6%	1 14%	14 9%	0 1%	15 13%	2 2%	14 22%	2 4%	12 10%
Strongly disagree	22 11%	18 10%	4 15%	3 15%	19 10%	5 15%	2 21%	15 9%	3 5%	19 17%	2 2%	18 28%	9 14%	10 9%
Don't know/Can't remember	14 7%	13 7%	1 4%	1 7%	12 7%	- -	- -	14 8%	4 8%	6 6%	7 6%	3 4%	4 6%	8 7%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	126 62%	111 62%	15 58%	9 48%	117 63%	24 70%	4 50%	98 61%	47 79%	61 53%	92 78%	20 32%	48 73%	67 57%
DISAGREE	39 19%	32 18%	7 27%	6 30%	34 18%	7 21%	3 36%	29 18%	3 6%	34 30%	4 3%	32 50%	12 17%	22 19%

Analysis...: Q8e. To what extent do you agree or disagree that... Staff kept me updated throughout the process in the way we agreed

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	78 38%	67 37%	11 43%	5 26%	73 39%	16 47%	2 29%	59 37%	43 72%	25 22%	74 64%	- -	27 40%	46 39%
Somewhat agree	31 15%	25 14%	6 23%	1 4%	30 16%	3 8%	2 29%	26 16%	4 7%	19 17%	15 13%	13 20%	16 24%	14 12%
Neither agree nor disagree	23 11%	22 13%	1 4%	2 11%	21 12%	5 13%	- -	19 12%	2 4%	16 14%	8 7%	10 16%	3 4%	18 16%
Somewhat disagree	25 12%	22 13%	2 10%	3 15%	22 12%	2 7%	2 21%	21 13%	3 5%	19 16%	11 10%	10 16%	6 9%	15 13%
Strongly disagree	37 18%	32 18%	5 19%	6 33%	30 16%	8 22%	2 21%	27 17%	4 8%	31 27%	4 4%	28 44%	11 17%	19 16%
Don't know/Can't remember	10 5%	10 6%	0 2%	2 11%	8 4%	1 3%	- -	9 6%	3 5%	5 4%	4 4%	3 4%	4 6%	4 4%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	109 53%	92 52%	17 66%	6 30%	103 56%	19 55%	4 57%	86 53%	47 79%	45 39%	90 76%	13 20%	42 64%	60 51%
DISAGREE	61 30%	54 30%	7 28%	9 48%	52 28%	10 29%	3 43%	48 30%	7 12%	49 43%	16 13%	38 60%	17 26%	34 29%

Analysis...: Q8f. To what extent do you agree or disagree that... The staff at the Ombudsman had a good understanding of my complaint

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	62 30%	52 29%	10 39%	2 11%	60 32%	14 41%	2 21%	46 29%	37 63%	16 14%	56 48%	5 8%	18 26%	42 36%
Somewhat agree	40 20%	35 20%	5 19%	2 11%	38 20%	7 20%	1 7%	32 20%	15 25%	17 15%	33 28%	4 7%	15 22%	23 20%
Neither agree nor disagree	16 8%	13 7%	3 11%	1 4%	16 8%	3 10%	1 14%	12 7%	3 6%	10 9%	8 7%	3 5%	4 6%	11 10%
Somewhat disagree	21 10%	18 10%	3 11%	4 22%	17 9%	2 7%	2 29%	17 10%	1 1%	20 17%	5 4%	13 20%	5 8%	11 9%
Strongly disagree	50 24%	46 26%	4 15%	6 33%	43 23%	6 18%	2 29%	41 25%	1 2%	45 39%	10 8%	34 54%	18 28%	25 21%
Don't know/Can't remember	15 7%	14 8%	1 4%	4 19%	11 6%	2 5%	- -	13 8%	1 2%	7 6%	5 4%	4 7%	7 10%	5 4%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	102 50%	87 49%	15 58%	4 22%	98 53%	21 61%	2 29%	79 49%	52 88%	33 29%	89 76%	9 15%	32 48%	65 55%
DISAGREE	71 35%	64 36%	7 27%	11 56%	60 33%	9 25%	4 57%	58 36%	2 4%	64 56%	15 13%	47 74%	24 36%	36 31%

Analysis...: Q8g. To what extent do you agree or disagree that... The staff handled my complaint according to the process explained to me

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	84 41%	72 41%	12 47%	5 26%	80 43%	17 50%	3 36%	65 40%	42 72%	32 28%	77 66%	3 4%	29 43%	50 43%
Somewhat agree	41 20%	34 19%	8 30%	4 19%	38 21%	6 17%	3 43%	32 20%	13 23%	20 17%	30 26%	5 9%	15 22%	23 20%
Neither agree nor disagree	15 7%	15 8%	- -	2 11%	13 7%	3 8%	- -	12 7%	1 2%	11 9%	3 2%	9 14%	3 4%	10 8%
Somewhat disagree	18 9%	15 9%	2 10%	4 19%	14 8%	2 5%	2 21%	15 9%	- -	16 14%	3 2%	11 17%	3 5%	10 9%
Strongly disagree	32 16%	29 16%	3 11%	2 11%	30 16%	6 17%	- -	26 16%	0 1%	28 25%	0 0%	31 49%	11 17%	18 16%
Don't know/Can't remember	14 7%	13 7%	0 2%	3 15%	11 6%	1 3%	- -	13 8%	1 2%	7 6%	4 4%	4 7%	6 8%	5 5%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	126 62%	106 59%	20 77%	8 44%	117 63%	23 67%	6 79%	97 60%	56 94%	52 46%	107 91%	8 13%	44 65%	73 63%
DISAGREE	50 24%	44 25%	5 21%	6 30%	44 24%	7 21%	2 21%	41 25%	0 1%	45 39%	3 3%	42 66%	15 22%	29 24%

Analysis...: Q8h. To what extent do you agree or disagree that... My complaint was considered thoroughly taking account of all relevant evidence

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	51 25%	42 24%	9 36%	2 11%	49 27%	14 39%	-	38 23%	40 67%	7 6%	51 43%	-	16 24%	33 28%
Somewhat agree	29 14%	27 15%	2 10%	1 4%	28 15%	5 13%	2 21%	23 14%	12 20%	5 5%	26 22%	3 4%	10 16%	17 15%
Neither agree nor disagree	20 10%	18 10%	1 6%	2 11%	18 10%	3 8%	1 14%	16 10%	4 7%	12 10%	15 12%	3 4%	5 7%	13 11%
Somewhat disagree	22 11%	17 9%	5 19%	2 11%	20 11%	4 12%	2 21%	16 10%	2 4%	18 16%	7 6%	7 10%	8 12%	11 10%
Strongly disagree	70 34%	62 35%	7 28%	10 52%	60 32%	9 27%	3 43%	57 35%	0 1%	68 59%	15 12%	49 77%	22 33%	38 33%
Don't know/Can't remember	12 6%	12 7%	0 2%	2 11%	10 6%	0 1%	-	12 7%	1 1%	5 4%	5 4%	3 4%	6 9%	4 4%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	80 39%	69 39%	12 45%	3 15%	78 42%	18 52%	2 21%	61 37%	52 87%	12 11%	77 65%	3 4%	26 39%	50 43%
DISAGREE	91 45%	79 44%	12 47%	12 63%	80 43%	14 39%	5 64%	73 45%	3 5%	86 75%	21 18%	56 87%	30 45%	50 42%

Analysis...: Q8i. To what extent do you agree or disagree that... My complaint was considered impartially

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	71 35%	59 33%	12 45%	3 15%	68 37%	16 45%	3 36%	52 32%	44 74%	20 18%	64 54%	4 7%	24 36%	43 37%
Somewhat agree	29 14%	27 15%	1 6%	1 7%	27 15%	5 14%	- -	24 15%	7 12%	14 12%	20 17%	7 11%	9 13%	19 16%
Neither agree nor disagree	23 11%	20 11%	2 9%	4 19%	19 10%	1 4%	1 14%	20 13%	2 3%	18 16%	11 10%	7 11%	6 9%	13 11%
Somewhat disagree	16 8%	13 7%	3 11%	2 11%	13 7%	3 8%	1 14%	12 7%	0 1%	14 12%	- -	10 16%	5 8%	7 6%
Strongly disagree	39 19%	32 18%	6 25%	3 15%	36 19%	9 25%	2 29%	28 17%	3 5%	36 31%	9 8%	28 43%	14 20%	22 19%
Don't know/Can't remember	28 14%	27 15%	1 4%	6 33%	21 11%	1 3%	1 7%	26 16%	3 5%	12 11%	13 11%	8 12%	9 13%	12 11%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	99 49%	86 48%	13 51%	4 22%	95 51%	21 60%	3 36%	76 47%	51 86%	34 30%	84 72%	11 18%	33 49%	62 53%
DISAGREE	54 27%	45 25%	9 36%	5 26%	49 27%	11 32%	3 43%	40 25%	3 6%	50 43%	9 8%	38 59%	19 28%	30 25%

Analysis...: Q8j. To what extent do you agree or disagree that... My complaint was considered in a timely manner

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells..... : Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Strongly agree	81 40%	74 42%	6 24%	4 22%	76 41%	13 39%	1 7%	67 41%	45 76%	26 23%	75 64%	6 9%	28 43%	47 40%
Somewhat agree	38 19%	32 18%	6 23%	4 19%	35 19%	6 17%	2 29%	30 19%	6 10%	22 19%	21 18%	9 15%	10 15%	24 21%
Neither agree nor disagree	26 13%	22 13%	4 15%	4 22%	22 12%	6 18%	1 7%	20 12%	3 5%	22 19%	8 7%	12 18%	7 10%	15 13%
Somewhat disagree	22 11%	18 10%	4 15%	2 11%	20 11%	2 6%	2 21%	18 11%	3 5%	17 15%	5 4%	13 21%	10 14%	10 9%
Strongly disagree	30 15%	24 13%	6 23%	4 19%	26 14%	7 20%	3 36%	20 13%	2 3%	25 22%	5 4%	23 35%	8 12%	18 16%
Don't know/Can't remember	7 3%	7 4%	- -	1 7%	6 3%	- -	- -	7 4%	1 1%	2 2%	3 2%	1 2%	4 6%	1 1%
	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
AGREE	119 58%	106 60%	12 47%	8 41%	111 60%	20 56%	3 36%	97 60%	51 86%	48 42%	96 82%	15 23%	38 57%	71 61%
DISAGREE	52 25%	42 24%	10 38%	6 30%	46 25%	9 26%	4 57%	39 24%	5 8%	42 37%	10 8%	36 56%	17 26%	29 25%

Analysis...: Q9. You said that you disagreed that your complaint was considered in a timely manner, did the staff at the Ombudsman explain the reason for any delay?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who disagreed that their complaint was considered in a timely manner.

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	56	37	19	8	48	16	8	32	6	45	11	35	24	24
Weighted	52	42	10	6	46	9	4	39	5	42	10	36	17	29
Yes	11 22%	7 17%	4 45%	- -	11 25%	2 21%	2 38%	8 21%	1 32%	6 14%	4 43%	5 15%	4 23%	7 26%
No	39 74%	34 80%	5 50%	5 88%	34 73%	7 71%	2 50%	30 78%	3 68%	34 82%	5 52%	29 82%	12 70%	22 74%
Don't remember	2 4%	1 3%	1 5%	1 13%	1 3%	1 8%	1 13%	1 2%	- -	2 5%	1 5%	1 4%	1 7%	- -

Analysis...: Q10. Overall, how satisfied or dissatisfied are you with the outcome of your complaint?

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Very satisfied	32 16%	25 14%	6 24%	1 7%	30 16%	11 32%	- -	21 13%	32 54%	- -	31 27%	- -	11 16%	19 16%
Fairly satisfied	27 13%	23 13%	4 17%	1 7%	26 14%	6 16%	- -	22 14%	27 46%	- -	27 23%	- -	12 18%	14 12%
Neither satisfied nor dissatisfied	19 10%	18 10%	2 8%	1 4%	19 10%	2 7%	1 14%	16 10%	- -	- -	16 14%	4 6%	4 6%	15 12%
Fairly dissatisfied	23 11%	20 11%	2 9%	1 7%	21 12%	5 13%	- -	18 11%	- -	23 20%	14 12%	4 7%	7 10%	14 12%
Very dissatisfied	91 45%	81 45%	11 42%	14 74%	77 42%	11 32%	6 86%	74 46%	- -	91 80%	24 20%	56 87%	29 43%	49 42%
Don't know	11 5%	11 6%	- -	- -	11 6%	- -	- -	11 7%	- -	- -	6 5%	- -	4 6%	7 6%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SATISFIED	59 29%	48 27%	11 41%	3 15%	56 30%	17 48%	- -	42 26%	59 100%	- -	58 50%	- -	23 34%	33 28%
DISSATISFIED	114 56%	101 57%	13 51%	15 81%	99 53%	16 45%	6 86%	92 57%	- -	114 100%	38 32%	60 94%	35 53%	63 54%

Analysis..: Q11. Did the staff at the Ombudsman explain clearly the reason for the decision?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes, very clearly	73 36%	62 35%	11 43%	5 26%	68 37%	17 48%	2 21%	55 34%	40 67%	21 19%	61 52%	9 14%	19 28%	48 41%
Yes, fairly clearly	49 24%	41 23%	8 32%	4 19%	45 25%	6 17%	4 50%	39 24%	11 18%	30 26%	36 30%	9 14%	22 33%	22 19%
No, not very clearly	73 36%	67 38%	6 23%	10 52%	63 34%	11 32%	2 29%	60 37%	6 11%	60 53%	15 12%	46 72%	21 31%	43 36%
Don't remember	9 4%	8 5%	0 2%	1 4%	8 4%	1 3%	- -	8 5%	2 4%	3 2%	6 5%	- -	5 7%	4 3%

Analysis..: Q12. Did you feel you would be able to ask for the decision to be reviewed?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who were dissatisfied with the outcome of their complaint.

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	116	89	27	22	94	27	12	77	-	116	36	57	40	53
Weighted	114	101	13	15	99	16	6	92	-	114	38	60	35	63
Yes	34 30%	29 29%	4 33%	4 27%	30 30%	5 30%	3 42%	27 29%	-	34 30%	10 27%	16 27%	15 42%	14 23%
No	80 70%	71 71%	9 67%	11 73%	69 70%	11 70%	4 58%	66 71%	-	80 70%	27 73%	44 73%	21 58%	48 77%

Analysis...: Q13. Did the Ombudsman's staff make you aware of the offices approach to unacceptable behaviour by complainants (for example, aggressive or abusive behaviour)?

Break.....: c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight...: Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes	45 22%	39 22%	5 21%	4 22%	40 22%	8 22%	2 29%	35 22%	20 34%	15 13%	40 34%	2 3%	11 17%	29 25%
No	100 49%	91 51%	9 34%	11 59%	89 48%	14 41%	3 43%	83 51%	21 35%	71 62%	44 37%	45 71%	30 46%	57 49%
Don't remember	59 29%	48 27%	12 45%	4 19%	56 30%	13 37%	2 29%	45 27%	18 31%	28 24%	33 29%	17 26%	25 37%	30 26%

Analysis...: Q14. Overall, how satisfied or dissatisfied are you with the level of customer service that you have received from the Ombudsman?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Very satisfied	65 32%	55 31%	10 38%	4 22%	61 33%	17 49%	1 14%	47 29%	41 70%	18 15%	65 56%	-	21 31%	40 34%
Fairly satisfied	52 25%	48 27%	4 17%	4 22%	48 26%	5 15%	1 14%	46 28%	17 29%	20 17%	52 44%	-	19 28%	29 25%
Neither satisfied nor dissatisfied	16 8%	11 6%	6 23%	4 22%	12 7%	4 10%	3 43%	10 6%	1 2%	14 12%	-	-	6 9%	6 5%
Fairly dissatisfied	14 7%	13 7%	1 4%	2 11%	12 7%	1 4%	1 14%	12 7%	-	11 9%	-	14 22%	4 6%	8 7%
Very dissatisfied	49 24%	46 26%	4 15%	4 22%	45 24%	7 19%	1 14%	42 26%	-	49 43%	-	49 78%	14 21%	31 27%
Don't know	7 3%	6 3%	1 4%	-	7 4%	1 3%	-	6 3%	-	2 2%	-	-	3 5%	3 3%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SATISFIED	117 57%	103 58%	14 54%	8 44%	109 59%	22 64%	2 29%	93 57%	58 98%	38 33%	117 100%	-	39 59%	69 59%
DISSATISFIED	64 31%	59 33%	5 19%	6 33%	57 31%	8 23%	2 29%	54 33%	-	60 53%	-	64 100%	18 27%	39 33%

Analysis..: Q15. Would you like to suggest any ways in which the Ombudsman's office could improve its service?

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Options... : Analysis Ordered

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
More personal contact / phone calls	18 9%	16 9%	2 8%	4 19%	15 8%	2 6%	- -	16 10%	- -	15 13%	5 5%	9 14%	7 11%	7 6%
Lack of communication, updates / reply to messages	17 8%	14 8%	3 11%	2 11%	15 8%	2 5%	2 29%	13 8%	1 2%	15 13%	3 2%	12 19%	7 11%	8 7%
Negative comments re: consideration/understanding of case	12 6%	11 6%	1 4%	1 7%	11 6%	1 3%	- -	11 7%	- -	12 11%	1 1%	9 14%	6 9%	5 4%
Negative comment re: outcome / not taking on case	11 5%	10 6%	1 4%	1 4%	10 5%	1 3%	1 7%	9 6%	0 1%	10 9%	3 3%	7 11%	5 8%	5 4%
Difficulties opening messages, with portal, email system, IT etc.	10 5%	10 6%	0 2%	2 11%	8 4%	3 8%	- -	8 5%	7 12%	4 3%	8 6%	2 3%	3 4%	5 4%
Clarify role / explaining process / clarify decisions	10 5%	9 5%	1 2%	1 7%	8 4%	1 2%	1 7%	8 5%	- -	7 6%	4 3%	6 9%	5 7%	4 3%
Impartiality / biased	9 5%	8 5%	1 4%	- -	9 5%	0 1%	1 7%	8 5%	- -	9 8%	1 1%	8 13%	3 5%	6 5%
Speed of service / length of time taken	9 5%	6 4%	3 11%	1 7%	8 4%	2 5%	2 29%	6 3%	1 2%	8 7%	3 3%	4 6%	2 4%	5 5%
More powers required / broader remit	7 3%	6 3%	1 6%	1 4%	6 3%	2 6%	- -	5 3%	0 1%	4 4%	5 4%	0 1%	2 3%	4 4%
Vague positive comment (all good, excellent etc.)	6 3%	6 3%	- -	- -	6 3%	1 4%	- -	4 3%	6 10%	- -	6 5%	- -	- -	6 5%
Vague negative comment	5 3%	5 3%	1 2%	1 4%	5 3%	1 4%	1 7%	3 2%	- -	5 5%	- -	5 9%	2 3%	3 2%
Single point of contact / was passed around	4 2%	3 2%	1 4%	- -	4 2%	1 3%	- -	3 2%	0 1%	3 3%	0 0%	3 4%	0 1%	3 3%
Increase awareness / promote the service	3 1%	3 2%	- -	- -	3 2%	- -	- -	3 2%	1 2%	- -	3 2%	- -	1 2%	1 1%
Other	22 11%	18 10%	4 17%	3 15%	19 10%	7 20%	1 14%	14 9%	2 4%	16 14%	12 10%	9 13%	6 9%	12 11%

Analysis..: Q15. Would you like to suggest any ways in which the Ombudsman's office could improve its service?

Break..... : c1:c2:c3:c4:c5:c6

Filter..... : All Respondents

Weight... : Question Weight

Options.. : Analysis Ordered

Cells..... : Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Don't know	12 6%	11 6%	0 2%	1 4%	11 6%	3 8%	- -	9 6%	4 6%	3 3%	6 5%	2 3%	7 11%	4 3%
No/None	65 32%	56 31%	9 36%	2 11%	63 34%	10 28%	1 14%	54 34%	36 61%	17 15%	60 51%	1 2%	22 33%	41 35%

Analysis...: Q16a. Would you be happy for your answers to this survey to be attributed to you, to enable the Ombudsman to further analyse the customer service provided? If you agree your answers would only be used for the purposes of research.

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	204	153	51	27	177	60	14	130	62	116	115	60	76	99
Weighted	204	178	26	19	185	35	7	162	59	114	117	64	67	117
Yes	190 93%	167 94%	23 89%	18 96%	172 93%	31 90%	7 100%	152 94%	57 96%	107 94%	112 96%	60 95%	59 88%	111 95%
No	14 7%	11 6%	3 11%	1 4%	13 7%	4 10%	- -	10 6%	3 4%	7 6%	5 4%	3 5%	8 12%	6 5%

Analysis...: Q16b. And would you be happy to discuss your answers in more detail with someone from the Ombudsman's office not involved in consideration of your case, or a research organisation working on their behalf.

Break..... : c1:c2:c3:c4:c5:c6

Filter.....: All Respondents

Weight... : Question Weight

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who were happy for their answers to the survey to be attributed to them.

	Total	Stage		Case Type		Outcome Group			Satisfaction - Outcome		Satisfaction - Customer Service		Subject	
		Assessment	Investigation	CODE	MAL	Intervention - fault found	Intervention - no fault found	No intervention	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Health	Other
Base														
Unweighted	189	144	45	26	163	53	14	122	59	108	109	57	68	93
Weighted	190	167	23	18	172	31	7	152	57	107	112	60	59	111
Yes	157 83%	140 84%	18 77%	18 96%	140 81%	27 85%	6 86%	125 82%	39 69%	99 92%	85 76%	59 98%	48 82%	90 81%
No	33 17%	27 16%	5 23%	1 4%	32 19%	5 15%	1 14%	27 18%	17 31%	8 8%	27 24%	1 2%	11 18%	21 19%