

QUALITY OF SERVICE

293 Complainant Satisfaction Surveys were sent by post to members of the public who had visited our offices during the year. Out of these 293, 60 were returned. (20%)

The following is a summary of the questions contained in the survey.

1. What did you expect from us before you came to our office?

Advice	29%
Help in solving my problem	53%
Solve my problem for me	18%

2. Overall, are you satisfied with our service?

Excellent	43	73%
Good	12	21%
Satisfactory	2	3%
Unsatisfactory	2	3%

(*1 of the surveys received did not provide an answer to this question)

3. My inquiry was responded to promptly?

Excellent	38	66%
Good	14	24%
Satisfactory	5	8%
Unsatisfactory	1	2%

(*2 of the surveys received did not provide an answer to this question)

4. I was treated courteously.

Yes	60	100%
No	0	0%

(*11 of the surveys received did not provide an answer to this question)

5. Were updates provided to your complaint?

Yes	48	87%
No	7	13%

(*5 of the surveys received did not provide an answer to this question)

6. Tell us about the outcome of your complaint/enquiry were you

Satisfied	46	92%
Dissatisfied	4	8%

(*10 of the surveys received did not provide an answer to this question)

7. Are you satisfied with the time it took for the Ombudsman to deal with your complaint?

Yes	51	94%
No	3	6%

(*6 of the surveys received did not provide an answer to this question)

8. If you had a complaint or enquiry would you come to the Ombudsman?

Yes	59	98%
No	1	2%