FEEDBACK SURVEYS

Please share your thoughts with us:

- in print tear page out, and either post it (ask us for a postage-free envelope), or take a clear photo or scan then email or send it by Facebook inbox, or simply drop
- online visit our website or Facebook page for the survey link electronically download the form from our website, then email or send it by Facebook inbox

We will not record your personal details. Once your feedback is logged, all personal details if any (including your email) will be discarded.

Al	BOUT OUR ANNUAL F	REPORT			
1.	. How likely is it that you would recommend our Office to a friend or colleague?				
	1 2	3	4	5	
	Not at all			Definitely	
2.	What did you like most abou	ıt our report, if anything?	•		
			•••••	•••••	
3.	What did you dislike about o	our report, if anything?			
1	How useful was the content	procented in our report?			
4.	How useful was the content 1 2	presented in our reports	4	5	
	Fairly useful	3	7	Extremely useful	
5.	What content would you like	e to see in our next repor	rt?		
	, , , , , , , , , , , , , , , , , , , ,				
6.	Overall, how would you rate	our report?			
	1 2	3	4	5	
	Poor			Excellent	
7.	Tell us about yourself. Check	, , ,	(co	untry)	
	i) I am a reader □in Berii) I have contacted your of		•••••	•••••	
	iii) I came across your repor		to complain.		
	☐ in a notice from		a Bermuda Gov	ernment colleague	
	☐ in nows coverage	☐ someone outside E☐ in Bermuda by	Bermuda (orga	anisation)	
	☐ in news coverage	□ outside Bermuda			
	☐ in another way				
	iv) I am in this age bracket:	\square teens \square 20s \square 30s	□ 40s □ 50s □	☐ 60s ☐ 70s ☐ 80s+	



ABOUT OUR SERVICES

1.	I received a customer-focused service from the Ombudsman's Office. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
2.	Staff supported me to access the Office's service or offered reasons why the Office could not provide the service I needed. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
3.	Staff listened to me and understood my complaint. ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ I do not know			
4.	Staff asked me what outcome I wanted as a result of my complaint. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
5.	Staff treated me with courtesy and respect. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
6.	Staff contacted me in the way I preferred, if I specified a method of communication. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
7.	Staff explained to me the Office's role and what it can and cannot do. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
8.	Staff explained to me how my complaint would be handled and the timescales for their processes. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
9.	I was regularly updated on my complaint's progress. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
10.	I was told at each stage of the process which staff member I could contact if I had any questions about my complaint and how I could contact them. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
11.	Staff communicated with me using plain and clear language. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
12.	The Office's communication with me was accurate. □ Agree □ Neither agree nor disagree □ Disagree □ I do not know			
13.	The Office dealt with my complaint in a timely manner given the complexity of my case. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
14.	Staff treated me without discrimination and prejudice. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
15.	I am satisfied with how the Office handled my complaint. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
16.	I am likely to recommend the Office's services to a friend or colleague. \Box Agree \Box Neither agree nor disagree \Box Disagree \Box I do not know			
17.	What can the Office do differently to provide greater quality service?			

Thank you for your time and honesty.