

ABOUT OUR SERVICES

1. I received a customer-focused service from the Ombudsman's Office.
 Agree Neither agree nor disagree Disagree 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.
 Agree Neither agree nor disagree Disagree 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.
 Agree Neither agree nor disagree Disagree I do not know
7. Staff explained to me the Office's role and what it can and cannot do.
 Agree Neither agree nor disagree Disagree 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.
 Agree Neither agree nor disagree Disagree I do not know
14. Staff treated me without discrimination and prejudice.
 Agree Neither agree nor disagree Disagree I do not know
15. I am satisfied with how the Office handled my complaint.
 Agree Neither agree nor disagree Disagree I do not know
16. I am likely to recommend the Office's services to a friend or colleague.
 Agree Neither agree nor disagree Disagree I do not know
17. What can the Office do differently to provide greater quality service?
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Thank you for your time and honesty.