

Complaints Survey

What is the questionnaire about?



We would like to know how it was for you when you made a complaint to the health or social care organisation named in the attached letter.

What we find out from the survey will be used to make it easier to complain and help organisations get better at dealing with and learning from complaints.

Who is the questionnaire for?



The questionnaire is for people who have made a complaint about a health or social care organisation in the last 12 months. If you have not made a complaint, this questionnaire may have been sent to you by mistake.



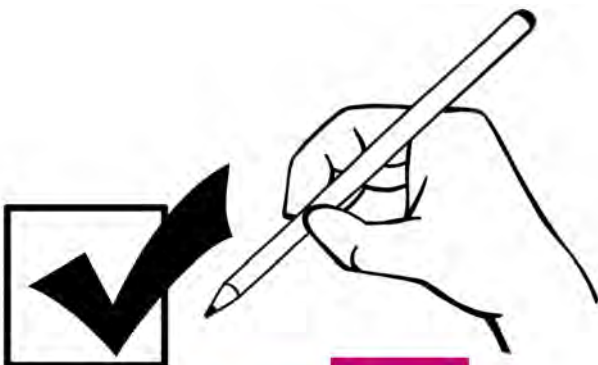
The person who made the complaint should fill in the questionnaire. Support can be offered to complete it (please see next page).

Filling in the questionnaire

The questionnaire should only take about 15 minutes to fill in.

For most questions, please tick clearly inside one box using a black or blue pen. For some questions you might have to tick more than one box.

Not all parts will be about you. Sometimes you will find the box you have ticked tells you to go to another question. By following the instructions carefully you will not have to answer questions that are not about you.



Go to **Q24**

Help or opting out (not doing the questionnaire)



If you have any questions, would like to opt out, or if you would like to complete the questionnaire over the phone or with the help of an interpreter, please call:



Taking part in this survey is voluntary (this means you don't have to do it unless you want to). Your answers will be kept private.



If you have gone to another organisation about your complaint after you got your response because you were unhappy with the way it was handled, please answer the questions based on the first complaint you made.

Section 1:

Thinking about making a complaint

01.

Where did you first get the information about how to make your complaint?



1 Leaflet / Poster at the organisation

2 Leaflet / Poster from elsewhere

3 I spoke to a member of staff



4 I spoke to a health complaints advocate

5 Organisation website

6 I already knew how to make a complaint



7 Other
Please describe:

A.

Section 2:

Making a complaint

Q2.

Did you feel that you were taken seriously when you **first** made your complaint?



1

Yes, definitely

2

Yes, partly

3

No

4

Not sure / don't know

Q3.

Was this the first time you made this complaint?



1

Yes
Go to Q5

2

No, I had tried to make it
somewhere else or with someone
else first

Q4.

If this was not the first time you tried to make this complaint, please tell us where and how you first tried to make your complaint:



A.

Q5.

When you made your complaint were you told about support you could have from another organisation for example an advocate?



1

Yes, and I found this useful

2

Yes, but I did not find this useful

3

Yes, but I did not want or need this

4

No, but I would have liked this

5

No, but I did not want or need this

6

Not sure / don't know

Q6.

How did you make or how were you told
(by the organisation) to make your complaint?



1 Phone



2 Email



3 Paper letter



4 By completing a form or leaflet
(online or paper)

5 Face to face discussion

6 Through a complaints advocate

7 Other
Please describe:

A.



Q7.

Was this the way you wanted to make your complaint?



- 1** Yes
- 2** No, but I did not mind
- 3** No, and this was a problem for me

Q8.

Did you find it easy to make your complaint?



- 1** Yes, completely
Go to Q10
- 2** Yes, partly
Go to Q10
- 3** No
Go to Q9

Q9.

If not, why did you feel it was not easy to make your complaint?



A.

Q10.

Did you feel that it was ok to make a complaint and that this wouldn't affect how you were treated next time?



- 1 Yes, definitely
- 2 Yes, partly
- 3 No, and this bothered me
- 4 No, but I did not mind
- 5 This does not apply to me
- 6 Don't know / can't remember

Section 3:

Accepting your complaint

Q11.

Did you feel you were told they had got your complaint quickly enough? Note: This does not include computer online replies.



- 1 Yes
- 2 No
- 3 I did not get told they had got my complaint
- 4 Not sure / don't know

Q12.

Were you given a chance to chat about your complaint?



- 1 Yes, and I wanted this
- 2 Yes, but I did not want / need this
- 3 No, but I did not need this
- 4 No, but I would have liked this

Q13.

Was this chat at a time you chose?



- 1** Yes
- 2** No, but I did not mind
- 3** No, and this was a problem for me

Q14.

Were you told how long it would be before someone would answer your complaint?



- 1** Yes, and I was satisfied with this
- 2** Yes, but I was not satisfied with this
- 3** No
- 4** Not sure / don't know
- 5** Does not apply to me

Q15.

Did the organisation go over and check the main points of your complaint with you?



- 1** Yes, and these were correct
- 2** Yes, but these were not correct
- 3** No
- 4** Not sure / don't know

Q16.

Was your complaint about more than one organisation?



- 1** Yes
Go to Q17
- 2** No
Go to Q19

Q17.

Did you feel these organisations worked well together to manage your complaint?



1

Yes, definitely
Go to Q19

2

Yes, partly
Go to Q19

3

No
Go to Q18

Q18.

If not, why did you feel that these organisations did not work well together?



A.

Section 4:

Staying informed

Q19.

Did you have one person at the organisation(s) you complained to who you could go to if you had any questions?



- 1** Yes
- 2** No, but I would have liked this
- 3** No, but I did not want or need this

Q20.

Did you feel that you were told often enough about what was happening to your complaint?



- 1** I was not told what was happening - Go to Q22
- 2** Yes, completely - Go to Q21
- 3** Yes, partly - Go to Q21
- 4** No - Go to Q21
- 5** Don't know / can't remember
Go to Q21

Q21.

If you were told about how your complaint was going before you got the final answer, did you feel the replies were personal to you and your complaint?



1

Yes, completely

2

Yes, partly

3

No

Section 5: Getting the result

If you have not received a result to your complaint yet, please go to **Section 6**.

Q22.

Did you get the result of your complaint within the time they said it would be?



1

Yes

2

No

3

I was not told how long it would take

Q23.

If it took longer than **six months** to get the result of your complaint, did you get a reason for this in writing?



- 1 It did not take six months or longer to get an answer
- 2 Yes, I got this in writing (including email)
- 3 Yes, I got this in another format
- 4 No
- 5 Don't know / can't remember

Q24.

How did you get the result of your complaint?
(Please tick **ALL** boxes that apply)



1 Paper letter



2 Email



3 Phone call

4 Face to face discussion

5 Other. Please describe:



A.

Q25.

Did you feel that this was the right way for you to get the result of your complaint?



1 Yes, completely

2 Yes, partly

3 No

Q26.

Was the result of your complaint explained to you in a way that you could understand?



1 Yes, completely

2 Yes, partly

3 No

Q27.

Did you feel that the reply you got dealt with the points you made in your complaint?



- 1** Yes, all points
- 2** Yes, most of the points
- 3** Yes, a few of the points
- 4** No, none of the points

Q28.

Did you ask for another answer to the points that were not looked at?



- 1** Yes
- 2** No
- 3** I did not know how to do this

Q29.

Were you happy with the way your complaint was answered?



1

Yes, completely

2

Yes, partly

3

No

4

Don't know / can't remember

Q30.

Were you happy with the suggestions made in answer to your complaint?



1

Yes, completely

2

Yes, partly

3

No

4

I didn't get any suggestions

5

Don't know / can't remember

Q31.

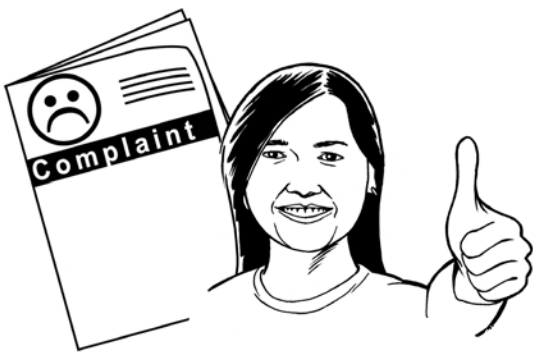
Were you told of your right to take your complaint further if you were not completely happy with the response you got and / or the suggestions ?



- 1** Yes, by the organisation I complained to
- 2** Yes, but not by the organisation I complained to
- 3** Yes, by both the organisation and someone else
- 4** No

Q32.

Did you feel your complaint was dealt with well by the organisation you complained to?



- 1** Yes, completely
Go to Q34
- 2** Yes, partly
Go to Q33
- 3** No
Go to Q33

Q33.

If not, why did you feel that your complaint was not dealt with well?



A.

Section 6: Looking back on the experience

Q34.

Do you feel that because you made a complaint your care (or the care of the person for who you complained) has been affected?



1

**Yes, it has made the care better
Go to Q35**

2

**Yes, it has made the care worse
Go to Q35**

3

**No, it has not affected the care
Go to Q36**

4

**Care has not been received from
this organisation since making my
complaint**

Q35.

Please tell us how making the complaint affected the care received:



A.



If you would like an answer from the organisation about this issue, please leave your contact details below. (Note: This will mean that your answers in this questionnaire may be known to be from you)

Name:

Address:

Phone:

Email:

Q36.

If you felt you needed to, would you complain to or about this organisation again?



- 1** Yes, definitely
Go to Q38
- 2** Yes, maybe
Go to Q38
- 3** No
Go to Q37

Q37.

If not, why do you feel you wouldn't complain to / about this organisation again?



A.

Q38.

Did anyone tell you how your complaint would be used to make services better?

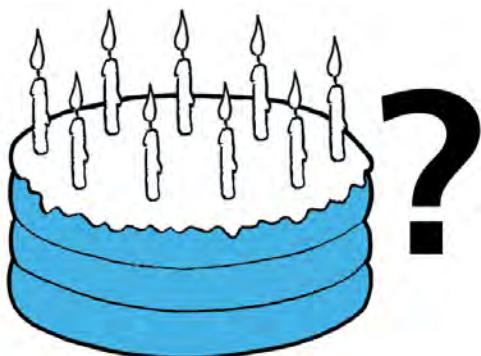


- 1 Yes, completely
- 2 Yes, partly
- 3 No, but I did not mind
- 4 No, but I would have liked this
- 5 Not sure / don't know

Section 7: About you

Q39.

How old are you (in years)?



Q40.

Are you male or female?



1

Male

2

Female

3

Prefer to self-describe

4

Prefer not to say

Q41.

Is your gender identity the same as the gender you given at birth?



1

Yes

2

No

3

Prefer not to say





1 No religion

2 Buddhist

3 Christian (including Church of England, Catholic, Protestant, and other Christian groups)

4 Hindu

5 Jewish

6 Muslim

7 Sikh

8 Other

9 Prefer not to say



043.

Which of the following best describes how you think of yourself?



1 Heterosexual / straight

2 Gay / lesbian

3 Bisexual

4 Other

5 Prefer not to say

044.

To which of these ethnic groups would you say you belong?
(Tick ONE only)



1 White British

2 Any other white background

3 Mixed

4 Asian or Asian British





5

Black or Black British

6

Any other ethnic group

7

Prefer not to say

Q45.

Do you have any of the following conditions which last a long time?



1

Deafness or severe hearing impairment

2

Blindness or partially sighted

3

A physical condition you have had for a long time

4

A learning disability

5

A mental health condition

6

An illness you have had for a long time such as cancer, HIV, diabetes, chronic heart disease, or epilepsy



7

No, I do not have a condition that I have had for a long time

8

Prefer not to say

Section 8: Further comments

046.

Is there anything that worked very well about the complaints process?



A.

047.

Is there anything that could have been better about the complaints process?



A.

**Thanks very much for your help.
Please post this questionnaire back in the
FREEPOST envelope provided**

This easy read document has
been produced by CHANGE.
www.changepeople.org

