

Complaints Survey

Short version

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?

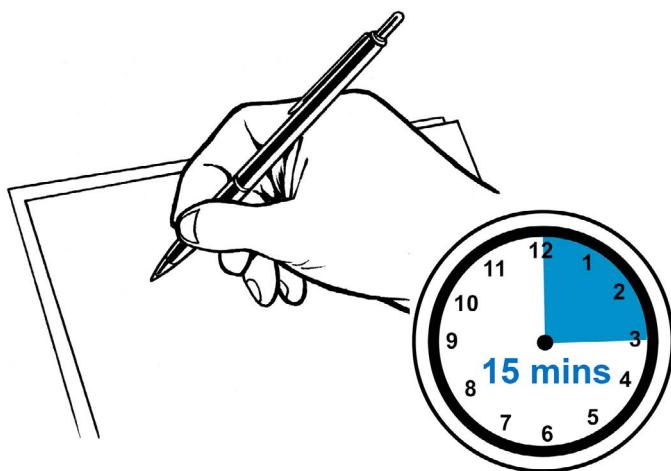


The questionnaire is for people who have made a complaint about a health or social care organisation in the last 12 months. If you have not made a complaint, this questionnaire may have been sent to you by mistake.

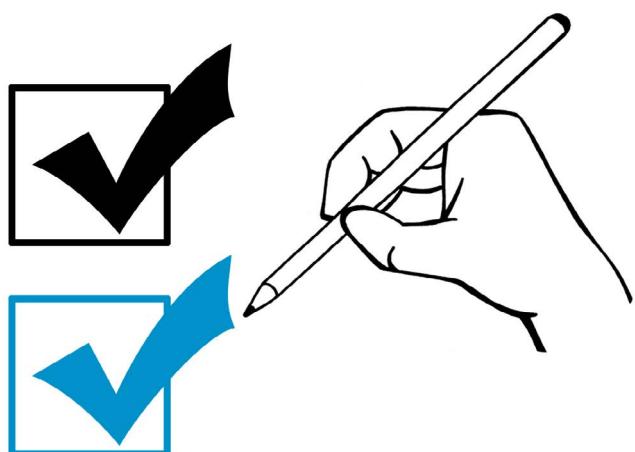


The person who made the complaint should fill in the questionnaire. Support can be offered to complete it (please see next page).

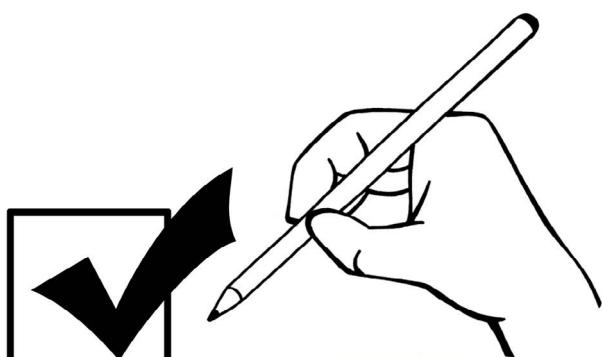
Filling in the questionnaire



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.



Go to Q24

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.

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:

The complaint

Q1.

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

Q2.

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

Q3.

Did you find it easy to make your complaint?



1

Yes, completely

2

Yes, partly

3

No

Q4.

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

Q5.

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

Q6.

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**



07.

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

08.

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



1

Yes, completely

2

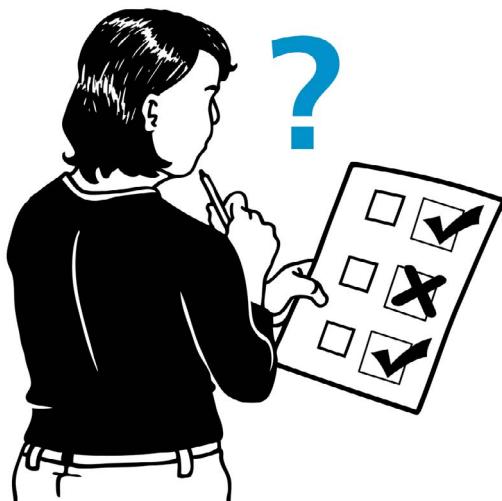
Yes, partly

3

No

09.

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

010.

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

011.

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

012.

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



1

**Yes, it has made the care better
Go to Q14**

2

**Yes, it has made the care worse
Go to Q14**

3

**No, it has not affected the care
Go to Q15**

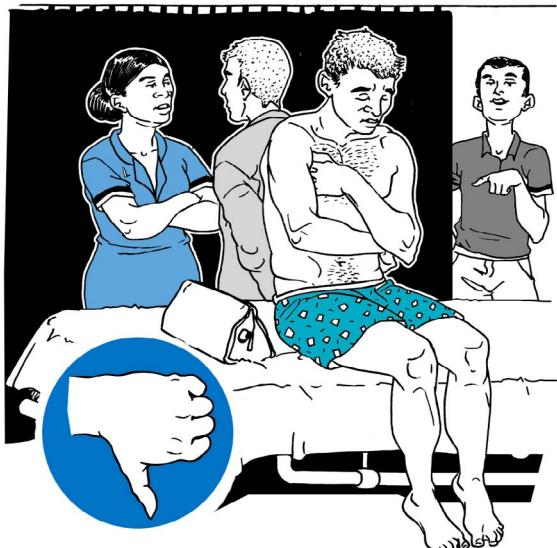
4

**Care has not been received from this organisation since making my complaint
Go to Q15**

013.

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

A.



014.

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**

Q15.

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

1

Yes, completely

2

Yes, partly

3

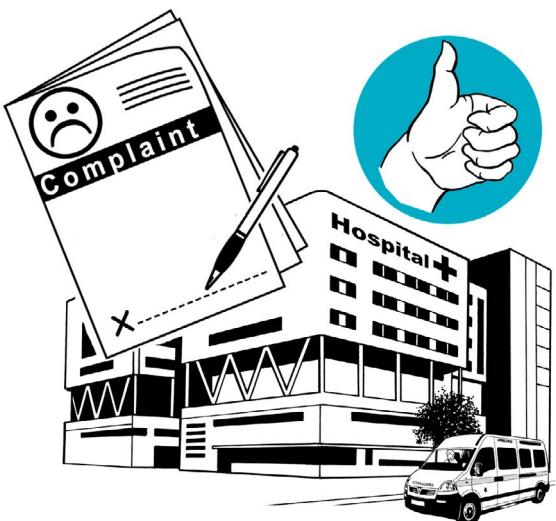
No, but I did not mind

4

No, but I would have liked this

5

Not sure / don't know



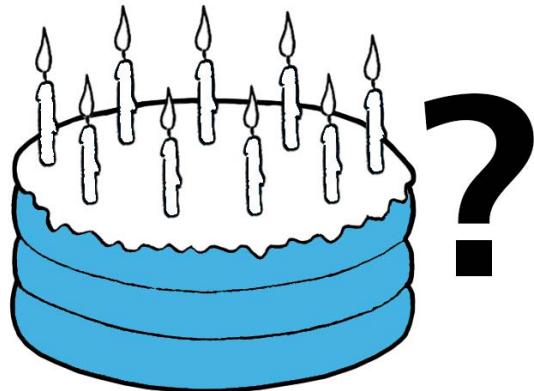
Section 7:

About you

These questions should be answered about the person who made the complaint

016.

How old are you (in years)?



017.

Are you male or female?

1

Male

2

Female

3

Prefer to self-describe



4

Prefer not to say

Q18.

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



1

Yes



2

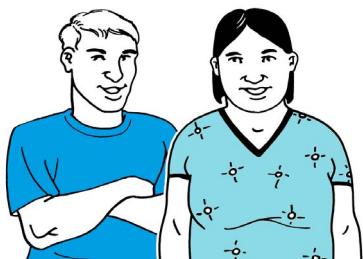
No

3

Prefer not to say

Q19.

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



Q20.

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**

Q21.

Is there anything else you would like to tell us?



A.

**Thanks very much for your help.
Please send this questionnaire back to:**

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

