

## Results of complaints questionnaire 2011/12



**Q1 Before making a complaint were you aware of the Council's complaints process?**

Yes	28%	35
No	72%	91

**Q2 How did you find out about the Council's Complaints Process?**

A friend or relative	1%	1
Council staff (e.g. switchboard, Gateway, local housing office or another council officer)	31%	40
Council publications such as the Council's A-Z guide booklet, How to make a Complaint leaflet, City View	5%	6
The Council's website – Southampton Online	30%	38
Another organisation e.g. Citizens Advice Bureau or a Community Group	2%	3
A Councillor or Member of Parliament	1%	1
Other please state	15%	28

**Q3 Which of the following do you feel best describes the procedure for making a complaint?**

Very easy	27%	34
Fairly easy	25%	32
Neither easy nor difficult	15%	36
Fairly difficult	9%	8
Very difficult	10%	13

**Q4 At what stage was your complaint resolved?**

Stage 1	35%	45
Stage 2	7%	9
Stage 3	3%	4
Local Government Ombudsman	2%	2
Don't Know	38%	48

**Q5 To what extent do you agree or disagree with the following statements regarding the outcome of your complaint**

	Agree Strongly	Agree Slightly	Neither Agree or Disagree	Disagree slightly	Disagree strongly	Not applicable
I agree with the conclusion reached by the person who investigated my complaint	24% 21	11% 14	9% 12	12% 15	23% 29	11% 14
I am satisfied that the conclusion reached by the investigator of my complaint was fair	20% 25	12% 15	10% 13	9% 12	24% 31	10% 13
The investigation addressed all the concerns raised in my original complaint	20% 26	16% 20	8% 10	5% 6	25% 32	9% 11
There was a clear explanation of what would be done/will happen next from the council service	23% 29	17% 21	13% 17	8% 10	14% 18	9% 12
The apology I received was adequate	20% 25	14% 18	13% 17	7% 9	13% 17	16% 20
I was advised how to take my complaint further if I had wanted to	27% 34	9% 12	13% 16	5% 6	13% 17	17% 22

**Q6 Overall, how satisfied were you with the result (outcome) of the investigation of your complaint?**

Very satisfied	17%	21
Fairly satisfied	21%	27
Neither satisfied nor dissatisfied	12%	15
Fairly dissatisfied	10%	13
Very dissatisfied	31%	39

**Q7 If you were not completely satisfied with the result (outcome) of the investigation of your complaint, please say why**

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**Q8 To what extent do you agree or disagree with the following statements regarding the handling of your complaint**

	Agree Strongly	Agree Slightly	Neither Agree or Disagree	Disagree slightly	Disagree strongly	Not applicable
My complaint was dealt with within a reasonable time	37% 47	17% 21	9% 12	8% 10	19% 24	5% 6
The attitude of the person/people dealing with my complaint was appropriate	37% 47	21% 27	14% 18	5% 6	9% 12	6% 8
I was kept informed of the progress of the investigation	27% 34	11% 14	10% 13	10% 13	22% 28	7% 9

**Q9 Overall, how satisfied were you with the manner in which we handled your complaint?**

Very satisfied	23%	29
Fairly satisfied	22%	28
Neither satisfied nor dissatisfied	14%	18
Fairly dissatisfied	12%	15
Very dissatisfied	24%	30

**Q10 If you were not completely satisfied with the manner in which we handled the investigation of your complaint, please say why**

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**Q11 If you wish to make any other comment that could be used to improve the complaints service, please make it here.**

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**Are you**

Male	33%	42
Female	51%	65

**Which of these age groups do you fall into?**

Under 18	1%	1
18 to 24	4%	5
25 to 34	9%	12
35 to 44	16%	20
45 to 54	23%	29
55 to 64	13%	16
65 to 74	13%	16
75+	11%	14

**Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do?**

Yes, limits severely	16%	20
Yes, limits but not severely	15%	19
No	54%	69

**To which of these groups do you consider you belong?**

**a) White**

British	73%	93
Irish	5%	6
Any other White background	6%	7

**b) Mixed**

White and Black Caribbean  
White and Black African  
White and Asian  
Any other Mixed background

0%	0
0%	0
2%	2
1%	1

**c) Asian or Asian British**

Indian  
Pakistani  
Bangladeshi  
Any other Asian background

0%	0
0%	0
0%	0
1%	1

**d) Black or Black British**

Caribbean  
African  
Any other African background

0%	0
0%	0
0%	0

**e) Chinese**

Chinese

1%	1
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**f) Other ethnic group**

0%	0
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N.B. Percentages do not total 100% as not all respondents answered all questions