

## How satisfied were you with the way your complaint was dealt with?

Your comments are valuable to us and will help us change and improve complaint services for the future.

There is a nationally agreed set of standards for how complaints about NHS and Social Care services should be delivered. They explain what complaint handling services should aim for and have a description of how we would hope you would feel as your complaint is being resolved. This is done through a series of statements about what you experienced at each stage of your complaint, from when you first considered complaining through to after you received your response. There is more detail available at:

[:http://www.ombudsman.org.uk/data/assets/pdf\\_file/0010/28774/Vision\\_report.pdf](http://www.ombudsman.org.uk/data/assets/pdf_file/0010/28774/Vision_report.pdf)

We have set out each stage of the complaints process and the statement which describes the most positive outcome. We would be grateful if you would tick the box which best reflects what it was actually like for you and a space for you to add any comments should you wish to expand further.

We want you to tell us about how you felt the complaint was handled, rather than the result of having complained or any care or treatment you received.

<b>I felt confident to speak up</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

<b>Comments</b>
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<b>I felt that making my complaint was simple</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

<b>Comments</b>
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<b>I felt listened to and understood</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

**Comments**

<b>I felt that my complaint made a difference</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

**Comments**

<b>I would feel confident making a complaint in future</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

**Comments**

Thank you for taking the time to complete this short Customer Satisfaction Questionnaire.

We would be grateful if you would return this, along with the equality monitoring form in the envelope provided.