

Summary of key messages and findings from the NIPSO Customer Satisfaction Survey 2021

Key findings and what we learnt from the survey	What we are committing to do in 2022 – 2025
Information	Our Actions
<p>Complainants who reached the assessment or investigation stage were significantly more likely to agree that the information they received was useful.</p> <p>However, around a quarter (26%) of those who used the online complaints form had some kind of difficulty (e.g. text boxes too small).</p> <p>45% of complainants agreed that the information they received from NIPSO was useful, but 39% disagreed.</p>	<p>Procure a new website to support improved accessibility</p> <p>Ensure key information is translated into a range of different languages and accessible through website and on request from the office</p> <p>Re-design the complaints form to be more accessible and easier to use</p> <p>Review and simplify current literature and communication materials</p> <p>Complete a review and updating of the Investigation Procedure Manual, including a focus on accessible language</p>

Engagement & Accessibility	Our Actions
<p>Less than one in ten complainants (9%) received help from an advisory or advocacy service in making a complaint to NIPSO.</p> <p>In addition, the NIPSO Public Awareness Survey highlights the need to raise public confidence in the wider complaints system and increase public awareness and understanding of NIPSO.</p> <p>Public awareness survey indicates that nearly two fifths (38%) of respondents had not complained despite being dissatisfied with a public service or indicated that they would be unlikely to complain even if they had a reason to do so.</p>	<p>Deliver a new Stakeholder Engagement strategy with a focus on building relationships with a wide range of advice and advocacy bodies. This will help raise awareness, improve accessibility, increase diversity and ensure complainants have access to support.</p> <p>Identify best practice in accessibility and develop a programme of training to implement reasonable adjustments for complainants who need more support.</p> <p>Roll out implementation of the Model Complaints Handling Procedure to simplify the complaints system within Public Bodies, beginning with all local Councils and the Health & Social Care system.</p>
Service from NIPSO staff	Action
<p>Complainants generally had a positive opinion about the staff at NIPSO. Highest positive response was agreement that <i>'the staff are courteous'</i> (75%), the lowest response was for <i>'the staff at NIPSO had a good understanding of your complaint'</i> (53%).</p>	<p>Develop and deliver a new People Strategy with specific actions for L&D and service improvement including:</p> <ul style="list-style-type: none"> • Whole staff training to enhance understanding of Equality, Diversity & Inclusion issues

<p>Respondents whose cases were closed early were less likely to give positive statements about the service provided. This will have included respondents whose complaint was not accepted for investigation, whose complaint was premature (and directed back to the public body) or out of the jurisdiction of NIPSO (and signposted elsewhere if appropriate).</p> <p>Going through a complaints process can be stressful and time consuming for complainants. When asked how NIPSO could improve its service the most common theme highlighted was a need for NIPSO to be <i>more personal, empathetic, considerate and to demonstrate better listening</i>, with 45% of all respondents mentioning this theme.</p>	<ul style="list-style-type: none"> • Whole staff training and support to become more trauma aware and trauma informed • Further investigator training to embed best practice in delivering an inclusive and accessible investigation approach <p>Capture, analyse and learn from complainant feedback on a regular basis</p>
<p>Investigation Process and overall service</p>	<p>Actions</p>
<p>Around half of respondents (49%) were satisfied with the overall service provided by NIPSO whilst two fifths were dissatisfied (40%).</p> <p>Half of all respondents agreed that the decision on their case was explained clearly to them, but around two fifths</p>	<p>In addition to the actions described above NIPSO will:</p> <p>Review and develop investigation quality measurements (including feedback from stakeholders)</p>

<p>(39%) of complainants disagreed. Reasons provided included – <i>a generally bad experience</i> (54%), <i>issues with the information</i> (35%) and <i>issues with the investigation</i> (35%)</p> <p>Over half (57%) agreed with the statement: “your complaint was dealt with in a timely manner”</p> <p>Just over half (51%) disagreed with the statement: “your complaint was considered thoroughly taking account of all relevant evidence”</p> <p>The longer complainants interacted with NIPSO the greater their level of satisfaction level. 68% of complainants whose cases went for full investigation were satisfied with the level of service received.</p>	<p>Establish systems for the regular review and promotion of cases closed at the Initial Assessment and Assessment stages.</p> <p>Complete a review of oral and written communications at Assist Stage and identify and share best practice</p> <p>Conduct 3 quality assurance exercises per annum</p>
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