

APPENDIX 2

PROFESSIONAL STANDARDS QUALITY OF SERVICE SURVEY RESPONSES AUGUST 2007 TO JULY 2009

N.B. Not every respondent answered every question which is why the totals do not always add to the same each time.

1. How did you first initiate your complaint against the Police?

	2007/08	2008/09
Visiting the Station	11	8
Telephoning	11	22
Letter	23	37
Via Solicitor	0	3
Other	12	25

2. Were you satisfied that your complaint was taken seriously?

	2007/08	2008/09
Completely Satisfied	12	17
Very Satisfied	13	19
Quite Satisfied	12	21
No view	2	6
Quite Dissatisfied	2	11
Very Dissatisfied	3	2
Completely Dissatisfied	13	19
% Satisfied	65%	60%
Confidence Intervals	+/- 12%	+/- 10%

3. Were you satisfied that the information provided to you clearly explained the complaints process?

	2007/08	2008/09
Completely Satisfied	10	18
Very Satisfied	14	24
Quite Satisfied	14	27
No view	1	8
Quite Dissatisfied	4	6
Very Dissatisfied	5	1
Completely Dissatisfied	9	11
% Satisfied	67%	73%

4. **Were you satisfied with the frequency of updates you received during the investigation?**

	2007/08	2008/09
Completely Satisfied	7	14
Very Satisfied	12	19
Quite Satisfied	15	14
No view	2	9
Quite Dissatisfied	3	10
Very Dissatisfied	2	6
Completely Dissatisfied	15	22
% Satisfied	61%	50%

5. **Were you told how long it might take to investigate your complaint?**

	2007/08	2008/09
Yes	30	53
No	25	36
% who were told	55%	60%

6. **How do you feel about the length of time taken to investigate your complaint?**

	2007/08	2008/09
Completely Satisfied	7	16
Very Satisfied	11	13
Quite Satisfied	10	23
No view	4	12
Quite Dissatisfied	5	6
Very Dissatisfied	6	3
Completely Dissatisfied	14	20
% Satisfied	49%	56%

7. **Are you satisfied that the complaint was investigated thoroughly?**

	2007/08	2008/09
Completely Satisfied	6	14
Very Satisfied	9	16
Quite Satisfied	8	18
No view	8	7
Quite Dissatisfied	4	8
Very Dissatisfied	3	7
Completely Dissatisfied	18	24
% Satisfied	41%	51%
Confidence Intervals	+/- 13%	+/- 10%

8. Overall how do you feel about the handling of your complaint?

	2007/08	2008/09
Completely Satisfied	6	15
Very Satisfied	10	19
Quite Satisfied	12	13
No view	2	8
Quite Dissatisfied	5	8
Very Dissatisfied	4	8
Completely Dissatisfied	17	23
% Satisfied	50%	50%

9. Bearing in mind your expectations at the beginning of the process, how satisfied were you with the outcome of the complaint?

	2007/08	2008/09
Completely Satisfied	6	14
Very Satisfied	12	10
Quite Satisfied	4	16
No view	3	10
Quite Dissatisfied	6	9
Very Dissatisfied	3	7
Completely Dissatisfied	23	28
% Satisfied	39%	43%

10. Overall how satisfied were you with the outcome of the complaint?

	2007/08	2008/09
Completely Satisfied	7	10
Very Satisfied	10	12
Quite Satisfied	6	20
No view	3	11
Quite Dissatisfied	5	7
Very Dissatisfied	2	3
Completely Dissatisfied	23	30
% Satisfied	41%	45%
Confidence Intervals	+/- 13%	+/- 10%

11. What are the reasons for the answers you have given above?

	2007/08	2008/09
Directly Relating to Complaints Process		
Insufficient Feedback	0%	1%
Issues with Complaint Handling	5%	10%
Length of Complaint Investigation	10%	1%
Process Change	7%	4%
	22%	16%
Positive Feedback	12%	19%
	34%	35%
Original Issue		
Original Issue	33%	31%
Unhappy / Unaware of Closure		
Unaware of Closure	2%	12%
Unhappy with Decision	17%	10%
Unhappy with Decision - Report	0%	3%
	19%	25%
Non Specific – Negative		
Non Specific – Negative	14%	4%
Other	0%	3%

12. Of those who marked question 2 “completely, very or quite satisfied”, their answers to question 7 were:

	2007/08	2008/09
Completely Satisfied	6	14
Very Satisfied	9	15
Quite Satisfied	8	17
No view	8	3
Quite Dissatisfied	4	1
Very Dissatisfied	0	3
Completely Dissatisfied	1	4
% Satisfied	64%	81%

13. Of those who marked question 2 “completely, very or quite satisfied”, their answers to question 10 were:

	2007/08	2008/09
Completely Satisfied	7	10
Very Satisfied	9	11
Quite Satisfied	6	20
No view	3	7
Quite Dissatisfied	5	4
Very Dissatisfied	2	0
Completely Dissatisfied	4	5
% Satisfied	61%	72%