

SATISFACTION SURVEY

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Summary:

To submit a draft satisfaction survey for use by participants in complaints investigations

Recommendations:

That the draft survey questionnaire be approved and implemented for future investigations

1. INTRODUCTION

1.1 A draft survey questionnaire for use by participants in conduct investigations has been prepared in consultation with the Chairman

2. CONTENT

2.1 It is intended that the questionnaire will be sent to complainants and members who have been the subject of complaints when investigations have been completed.

3. CONCLUSION

3.1 The Standards Committee is asked to agree the draft survey questionnaire, subject to any changes members wish to make

List of Appendices - Appendix A – Draft Survey Questionnaire

List of Background Documents: None

Satisfaction levels of all involved in misconduct allegations

Sample questions for consideration-

Complainants

1. How satisfied are you that the complaint forms and advice documents provided by the Council are clear to use?

Eg on a scale of 1 to 5 where 1 shows least satisfaction and 5 shows most satisfaction

2. Can you suggest improvements to the wording or layout of the forms and documents?

3. How satisfied are you with the way you were kept informed of the progress of your complaint?

On a scale of 1 to 5

4. Can you suggest improvements to the way you were kept informed of the progress of your complaint?

5. In your dealings with Council officers and members of Standards Committee how satisfied are you that you were treated with the level of courtesy you would like to experience?

On a scale of 1 to 5

6. Can you suggest improvements to the way in which your complaint was dealt with in terms of courtesy?

7. How satisfied are you with the overall quality of the service provided

On a scale of 1 to 5

8. Can you suggest any improvements not previously mentioned above?

Councillors complained against

1. How satisfied are you of the way in which you were kept informed of the progress of the complaint against you?

On a scale of 1 to 5

2. Can you suggest improvements to the way in which you were kept informed of the progress of the complaint against you?

3. How satisfied are you of the timeliness of the way in which the complaint against you was dealt?

On a scale of 1 to 5

4. Can you suggest improvements to the way in which the complaint was dealt with in terms of timeliness?

5. Same question as 5 above

6. Same question as 6 above

7. Same question as 7 above

8. Same question as 8 above