Under embargo until Saturday 13 June 2015



What do people think about complaining?

Results of a National Survey with 4,200 members of the public

Prepared by: The Strategy and Insight Team

Approach

- Representative online survey of 4,263 members of the public on the 30 March 2015
- Survey undertaken by YouGov
- We have commissioned surveys in the past, however the size and scope of this research gives a us more detailed insight into the public's experience and attitudes towards complaining.



Public perceptions on the Under embargo until right to complain

Saturday 13 June 2015

The vast majority of the public agree that they have a right to complain about poor public service and think that people should complain

92% Agree that people have a right to complain about a public service if they are unhappy with it

Agree that people should complain about public services if they are unhappy with the service they receive

However, just 34% of those who have experienced poor service in the past 12 months went on to complain



People are unlikely to complain

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Despite knowing that they can complain, and despite feeling that people should complain when experiencing poor service, the majority of people do not complain

79%

The general public having contact with a provider that the Ombudsman service investigates in the past year

27%

People who have used a public service and are unhappy with it. That's over a quarter!

34%

Of the 27% of unhappy people, only 34% go on to complain



Barriers preventing complaining

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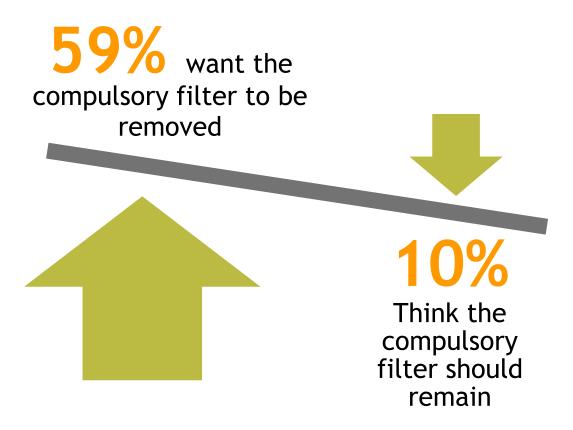
- 2 14% thought it would be more hassle than it was worth
- 9% felt it would be too time consuming
- 7% didn't know where to go
- **5** 6% didn't think it would be taken seriously



Making complaining easier removing the MP filter

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The majority of the public are in favour of removing the MP filter



The MP filter

Currently, any member of the public who is not happy with the way a government department or organisation has handled a complaint, must go through their MP before the Ombudsman can look at their complaint. The Ombudsman would like this filter to be removed

