

COMPLAINTS PROCESS SATISFACTION SURVEY 2015/16

Presentation to Privacy Research Symposium

December 2016

Background

- Privacy Commissioner received 969 complaints in year ending June 2016
- Online survey commissioned (Colmar Brunton) to measure satisfaction with the complaints process, and to identify any areas for improvement
- 1,054 individuals involved in the complaints process from 1 July 2015 to 30 June 2016 surveyed, 661 were complainants and 393 were complaint respondents
- 29% response rate, maximum margin of error on the total sample of 302 is $\pm 4.8\%$ (at the 95% confidence level).
- Individuals involved in multiple complaints surveyed once
- main limitation of the online survey methodology excludes people who do not have access to the internet (23% of New Zealand households in the 2013 Census)

The questionnaire

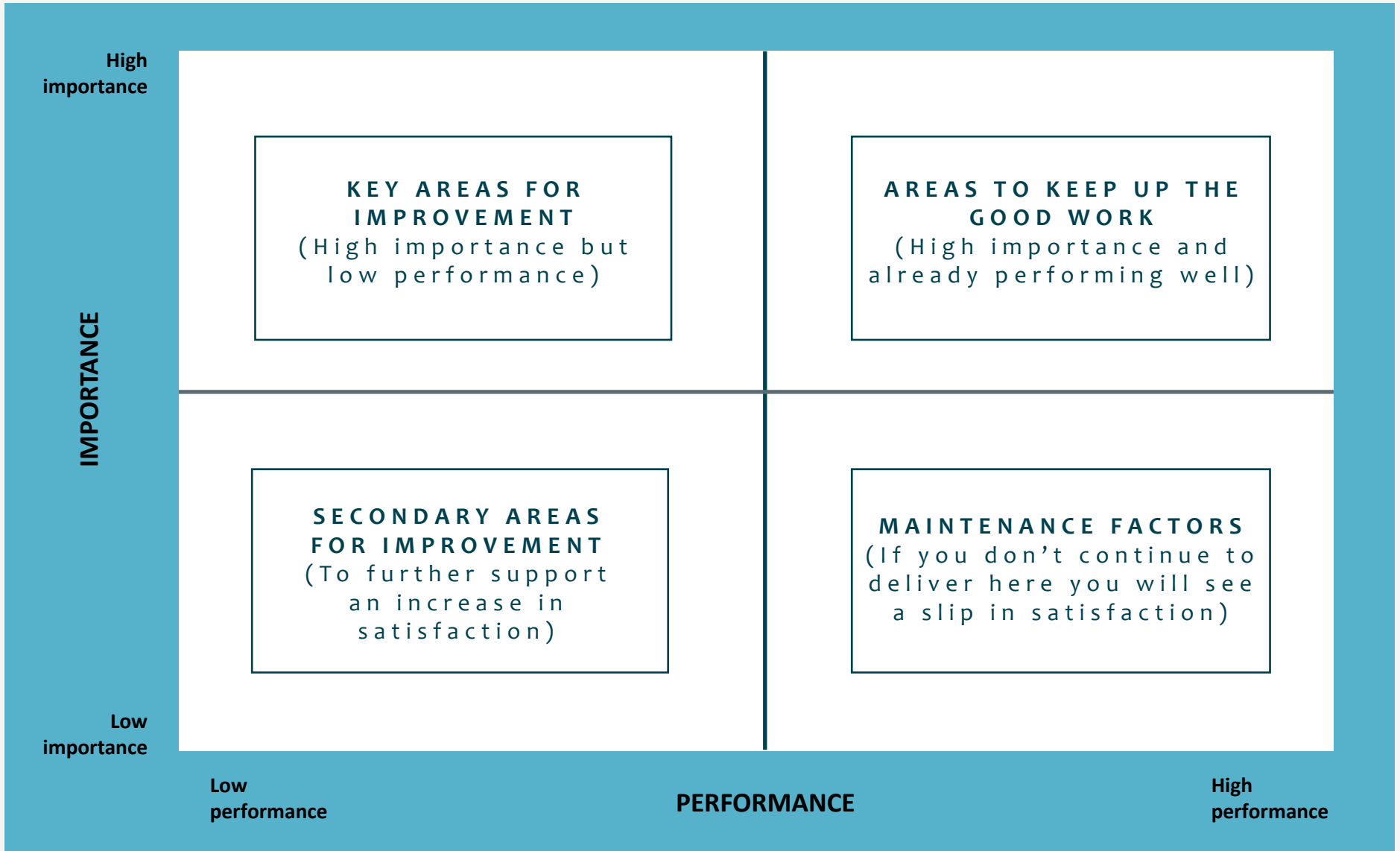
- Attempt to overcome bias from the outcome of the interaction with the Privacy Commissioner
- Participants given opportunity to *'tell their story'* before being asked for their views on the complaints process
- Made explicit when we were asking questions about the complaints process, not the outcome
- Quantitative and qualitative questions and answers
- Completion time approximately 9 minutes

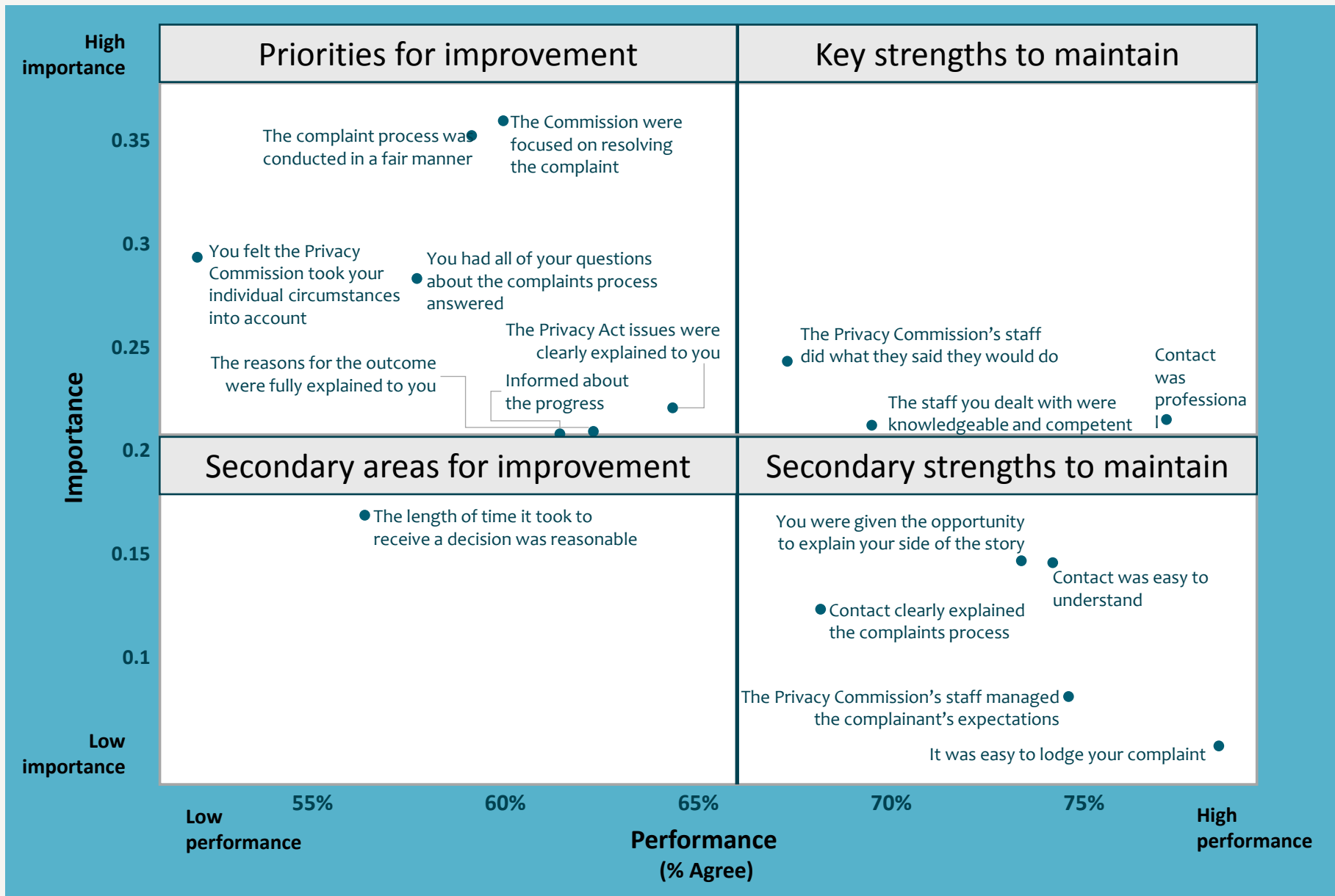
**MOST IMPORTANT
ASPECT IN DRIVING
SATISFACTION WITH THE
COMPLAINTS PROCESS**



**LEAST IMPORTANT
ASPECT IN DRIVING
SATISFACTION WITH THE
COMPLAINTS PROCESS**

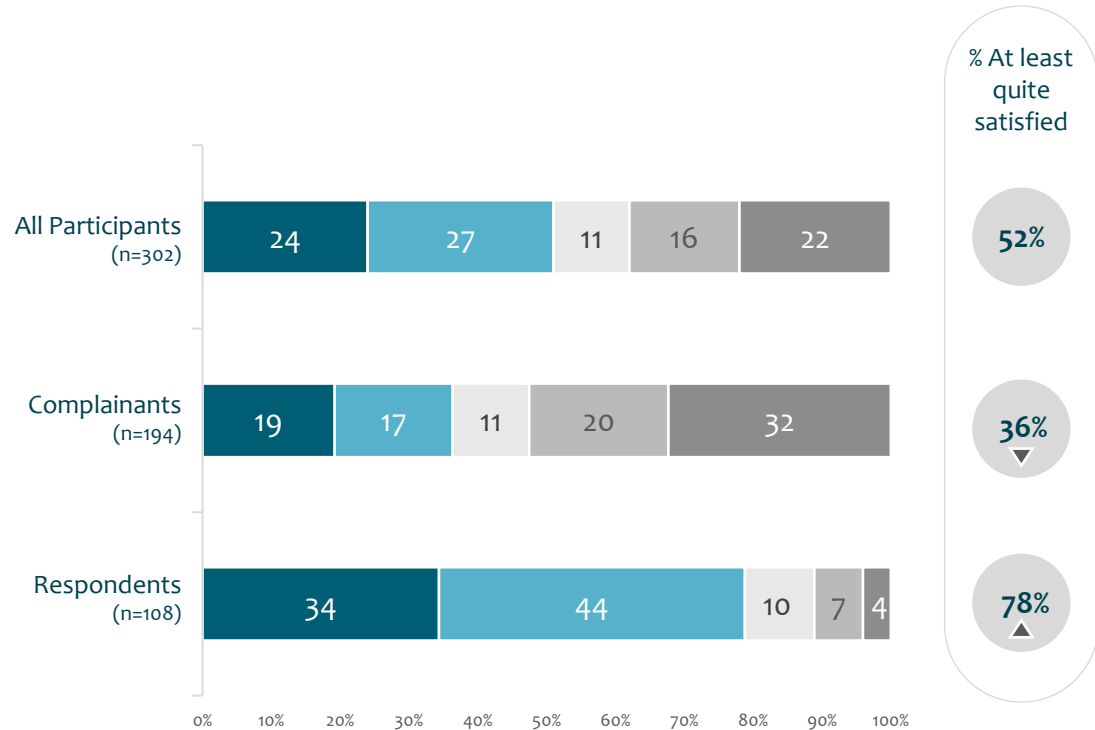
The Commission were focused on resolving the complaint
The complaint process was conducted in a fair manner
You felt the Privacy Commission took your individual circumstances into account
You had all your questions about the complaints process answered
The Privacy Commission's staff did what they said they would do
The Privacy Act issues were clearly explained to you
Contact with the Privacy Commission was professional
The staff you dealt with were knowledgeable and competent
The reasons for the outcome were fully explained to you
You were kept informed about the progress of the complaint(s)
The length of time it took to receive a decision was reasonable
You were given the opportunity to explain your side of the story
Contact with the Privacy Commission was easy to understand
Contact with the Privacy Commission clearly explained the complaints process
The Privacy Commission's staff managed the complainant's expectations
It was easy to lodge your complaint





How satisfied or dissatisfied are you with the way the Office of the Privacy Commissioner handled the complaint/s?

[%]



■ VERY SATISFIED
 ■ QUITE SATISFIED
 ■ NEITHER SATISFIED NOR DISSATISFIED
■ QUITE DISSATISFIED
 ■ VERY DISSATISFIED

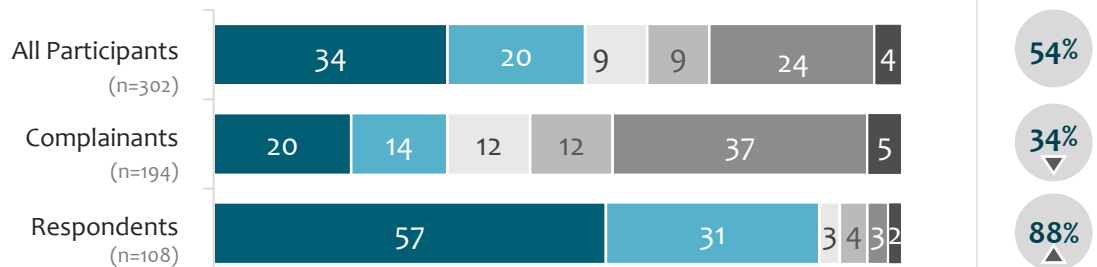
Base: All Participants
Source: Q5c

▲▼ Significantly higher/lower than all participants

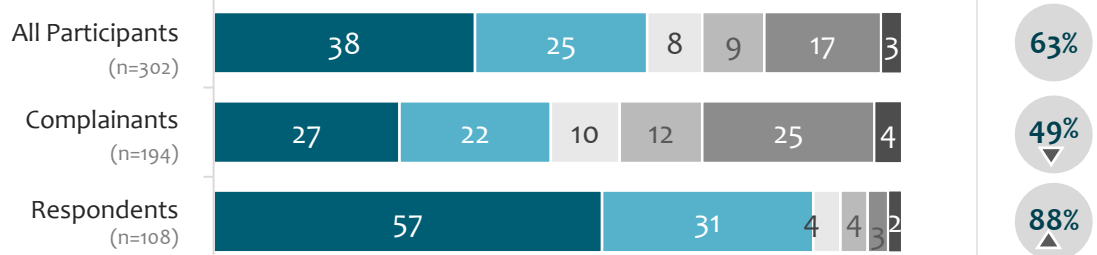
Please think about the final decisions that were made about the issues or problems the complaints were about. How much do you agree or disagree with the following statements about the final decisions?

[%]

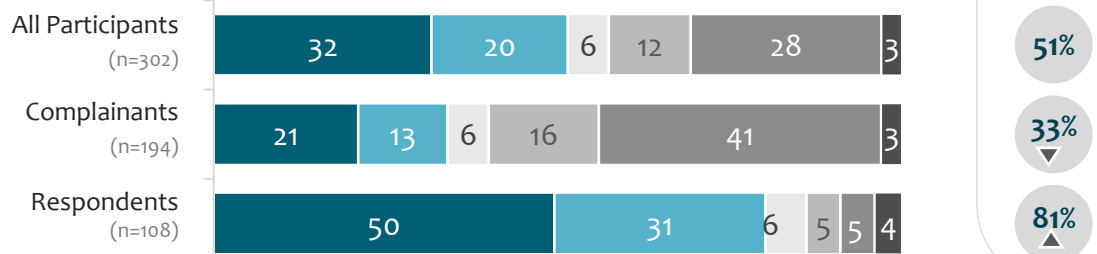
Overall, the decision(s) made were fair



Reasons for decision(s) were fully explained



The final decision(s) addressed all aspects of the complaint(s)

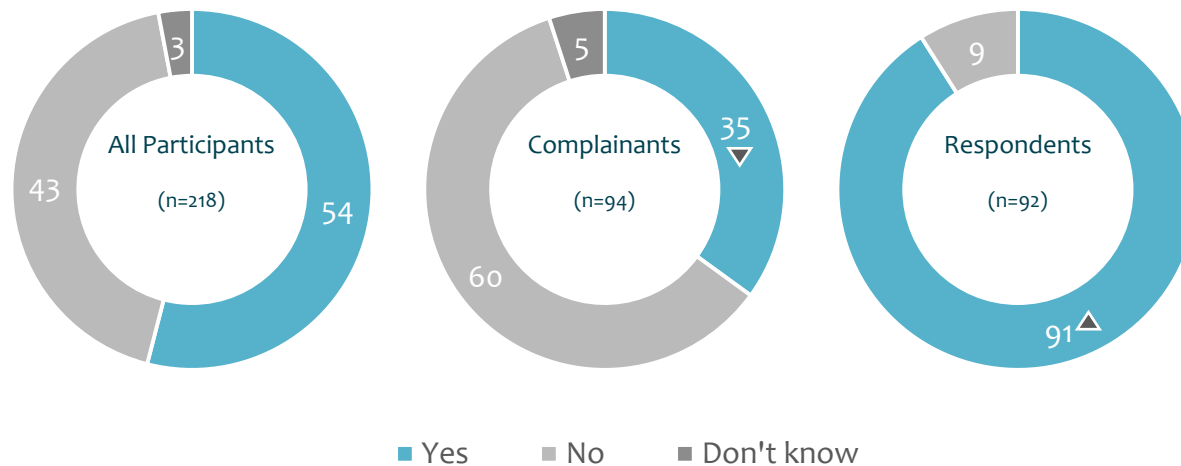


- STRONGLY AGREE
- SOMEWHAT AGREE
- NEITHER AGREE NOR DISAGREE
- SOMEWHAT DISAGREE
- STRONGLY DISAGREE
- DON'T KNOW

▲ ▼ Significantly higher/lower % Agree than all participants

Thinking about that complaint, do you consider the matter resolved?

[%]



Base: All participants, excluding respondents who have been involved in four or more complaints in the past six months

Source: Q1b

[△]_▽ Significantly higher/lower than all participants

Demographics

Attributes	Complainant	Respondent
Sex	54% male 46% female	41% male 59% female
Age	61% (40 – 59 years)	58% (40 – 59 years)
Ethnicity	78% NZ European 22% Other	77% NZ European 23% Other
Education	54% Bachelors degree or higher	79% Bachelors degree or higher
Sector		43% Private 57% Public
Number of complaints	82% One complaint only	65% One complaint only



The road ahead

Driving satisfaction across the
complaints process

PREPARED BY:
GARY BULOG
GENERAL MANAGER