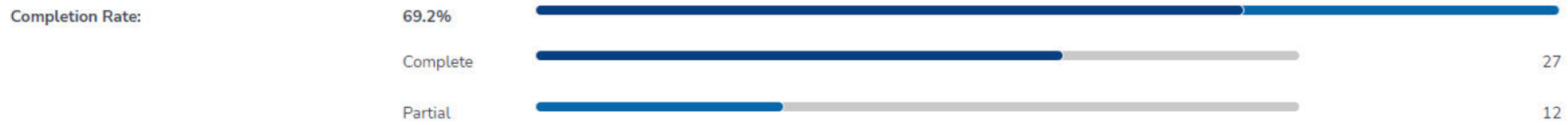


CMP Service feedback questionnaire results – summary of key tables Appendix 1



Response Counts



Totals: 39

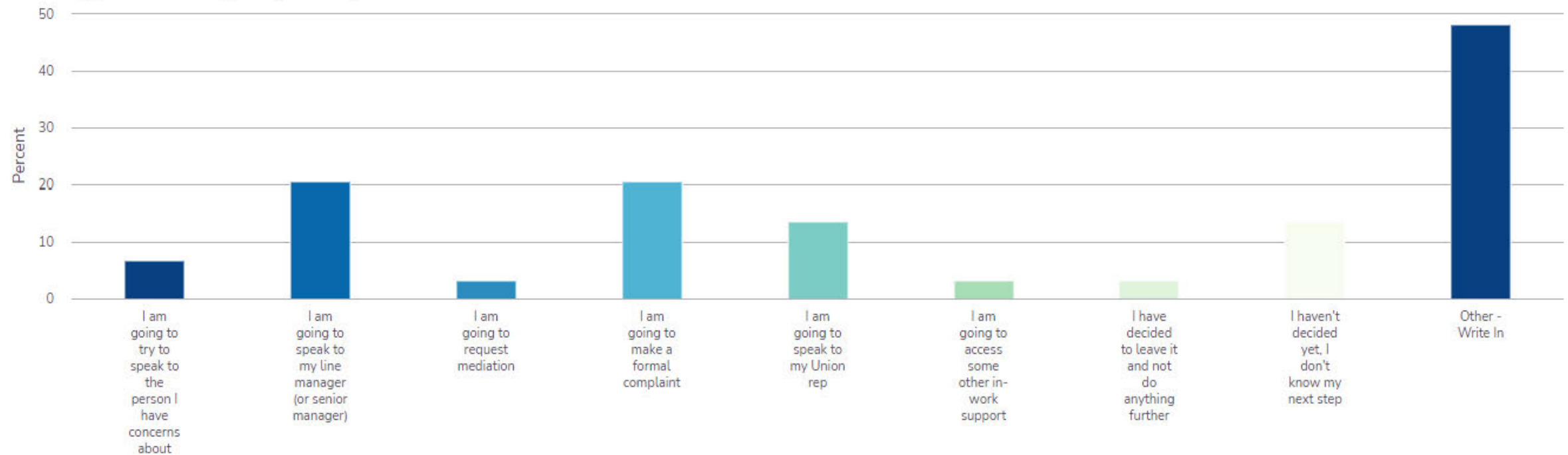
3. For each question, please select a rating

	Extremely poor	Very poor	Poor	Good	Very good	Excellent	Responses
Overall how would you rate your experience of the Complaints line							
Count	0	0	1	3	10	15	29
Row %	0.0%	0.0%	3.4%	10.3%	34.5%	51.7%	
How helpful was the 1-1 session in helping you understand the different options available to you?							
Count	0	0	0	7	4	18	29
Row %	0.0%	0.0%	0.0%	24.1%	13.8%	62.1%	
How well were your questions answered?							
Count	0	0	1	6	6	16	29
Row %	0.0%	0.0%	3.4%	20.7%	20.7%	55.2%	
Did you feel that that there was enough time for each session?							
Count	0	0	0	5	6	18	29
Row %	0.0%	0.0%	0.0%	17.2%	20.7%	62.1%	
Totals							
Total Responses							29

4. Would you recommend this service to others?

	Yes, I would absolutely recommend the Complaint Line on my experience so far	I may recommend the Complaints Line on my experience so far	I don't think I would recommend the Complaints Line based on my experience so far	I would never consider recommending the Complaints Line	Responses
- Count Row %	25 86.2%	4 13.8%	0 0.0%	0 0.0%	29
Totals					29 100.0%

5. Following your CMP session, we would be interested to find out what your next steps might be. Please tell us if you plan to do one or more of the following (tick as many as you like)



6. Please let us know what you thought of your CMP practitioner in the following areas

	Your rating
Treating you impartially	★★★★★ Count: 29 Min: 3 Max: 5 Average: 4.8 Not Applicable: 0
Listening skills	★★★★★ Count: 29 Min: 4 Max: 5 Average: 4.9 Not Applicable: 0
Treating you with dignity and respect	★★★★★ Count: 29 Min: 4 Max: 5 Average: 4.9 Not Applicable: 0
Working with your equality and diversity needs as applicable	★★★★★ Count: 27 Min: 3 Max: 5 Average: 4.6 Not Applicable: 0

7. Please tell us a little about what you thought of our administration

	Extremely poor	Very poor	Poor	Good	Very good	Excellent	Not applicable	Responses
The quality of your initial call/ interaction with the Complaint Line								
Count	0	0	0	4	4	21	0	29
Row %	0.0%	0.0%	0.0%	13.8%	13.8%	72.4%	0.0%	
How quickly you were able to speak to your assigned CMP practitioner								
Count	0	0	1	5	6	17	0	29
Row %	0.0%	0.0%	3.4%	17.2%	20.7%	58.6%	0.0%	
How useful you found the FAQs								
Count	0	0	0	7	4	14	4	29
Row %	0.0%	0.0%	0.0%	24.1%	13.8%	48.3%	13.8%	
Totals								
Total Responses								29

ResponseID Response

2	Very good experience just wish that there could be some sort of recompense for the things that have happened to me over the past [REDACTED] but that can never be given back to me sadly.
4	As a manager I found this service excellent from start to finish, being able to request expert advice on dealing with a situation in a short time was important to both me and the individual I had concern with. Being able to discuss in full detail and being assured that the action already taken was appropriate was great.
7	I thought it was helpful this for I hope it is helpful in the future
8	The service was excellent. I only mark good for the Questions Answered as my questions were LFB specific and BB did not have time to fully understand the complex workings of the LFB at that time. She always offered to find out and set a further meeting to discuss them further if needed.
9	Better media when doing the video call
13	Everything has been how I hoped it would be.
15	Very positive.
16	The whole process is being dealt with very quickly, when i originally made the complaint to LFB it took 9 months until the hearing which is too long for the victim.
22	I made my initial contact with CMP on 30/11/22 and whilst Barbra has listened and been helpful not much seems to have been done yet. This is not criticism of Barbra. Since my initial contact with CMP the person who my complaint relates to has displayed additional negative behaviour towards me and nothing has ben done. My initial complaint to the LFB was submitted in October 2021 and still remains unresolved.
25	I found, what is a difficult situation made easier by the call with the advisor. They listened and understood my concerns and were not dismissed. Usually when you raised issues you are labelled a trouble maker or just bitter and twisted but after my call i felt i had real grounds to raise my complaint
26	As previously stated
27	i was happy with my session.I hope everyone involved will be notified as to how their concerns will be documented and used to assist in the future plan. Can the report compiled by the assessor be sent to ensure it is correct and accurate..Perhaps it should be added and included in you PRF / EPRF .
28	The email we receive after a call can be more informative. I am not sure if I need to do anything else.
31	No-one available to answer my initial call Voicemail left, but some staff may not appreciate having to leave a voicemail. Call back within the day - which is good.
32	It made me feel assured and that concerns will be highlighted to LFB management.
33	I found the practitioner to be very helpful.
36	Alison was very understanding and showed compassion and empathy where I had not been shown any before.
39	Good experience, it is just taking a bit longer than expected to speak to the next person due to long waiting list.