

**OITFET Survey  
May 2006**

## OITFET Survey 2006

### 1. Background

1.1. In December 2005 a customer satisfaction survey was compiled for the Office of the Tribunals (comprising the Office of the Industrial Tribunals and The Fair Employment Tribunal). This was broadly based on surveys previously conducted by the Employment Tribunal Service (ETS) in GB to monitor the satisfaction of their users<sup>1</sup>. In total 792 questionnaires were issued by the Office of the Tribunals, 139 were returned. This represented a response rate of 17.6%. A copy of the questionnaire is attached in Appendix 1. The following report details the main findings of the survey.

### 2. Information Booklets

2.1. The Office of the Tribunals has information booklets explaining both the Tribunals procedures and Statutory Dispute Resolutions procedures. Figure 1<sup>2</sup> illustrates nearly one third (30%)<sup>3</sup> of users were 'very satisfied' and 63% 'satisfied' with the information regarding Fair Employment Tribunal Procedures provided in the OITFET information booklet. In total only 7% were either fairly dissatisfied or very dissatisfied. Over two thirds (73%)<sup>4</sup> of users were satisfied and 18% very satisfied with information on Statutory Resolution Procedures. One in ten (10%) were either fairly dissatisfied or very dissatisfied.

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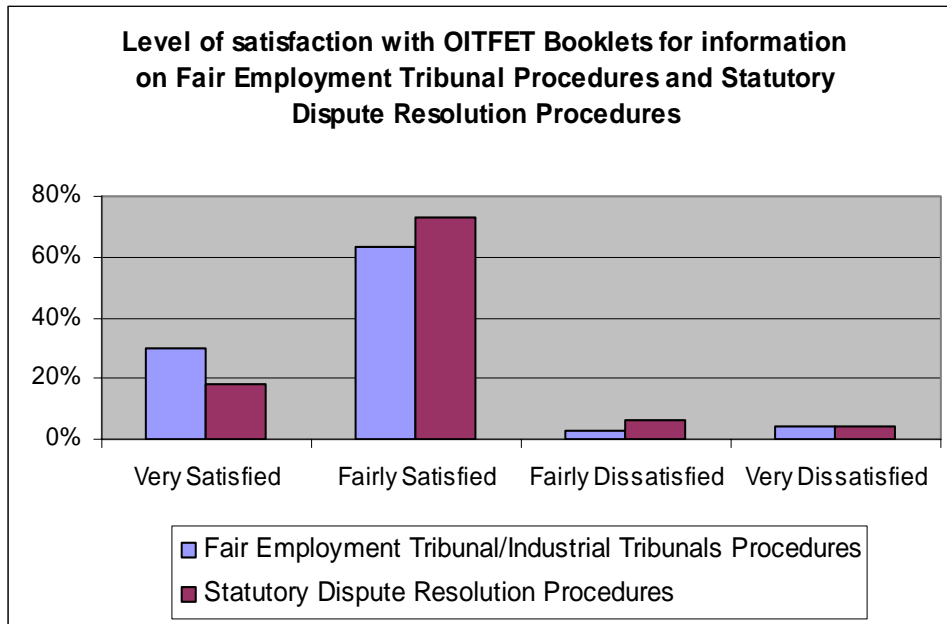
<sup>1</sup> Comparisons between the NI OITFET Survey 2006 and the GB Employment Tribunals User Survey 2005 are tabulated in Appendix 4.

<sup>2</sup> All results are given in table form in Appendix 2.

<sup>3</sup> Results include valid responses and exclude those who stated 'did not use'. Base number is 91.

<sup>4</sup> Results include valid responses and exclude those who stated 'did not use'. Base number is 55.

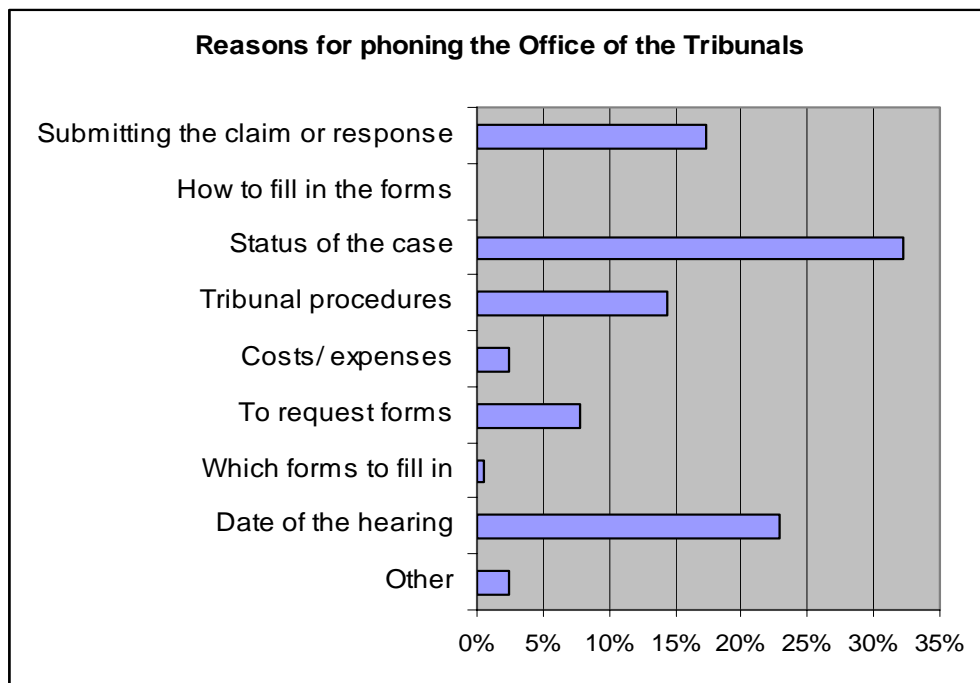
**Figure 1**



### 3. Phone Communication

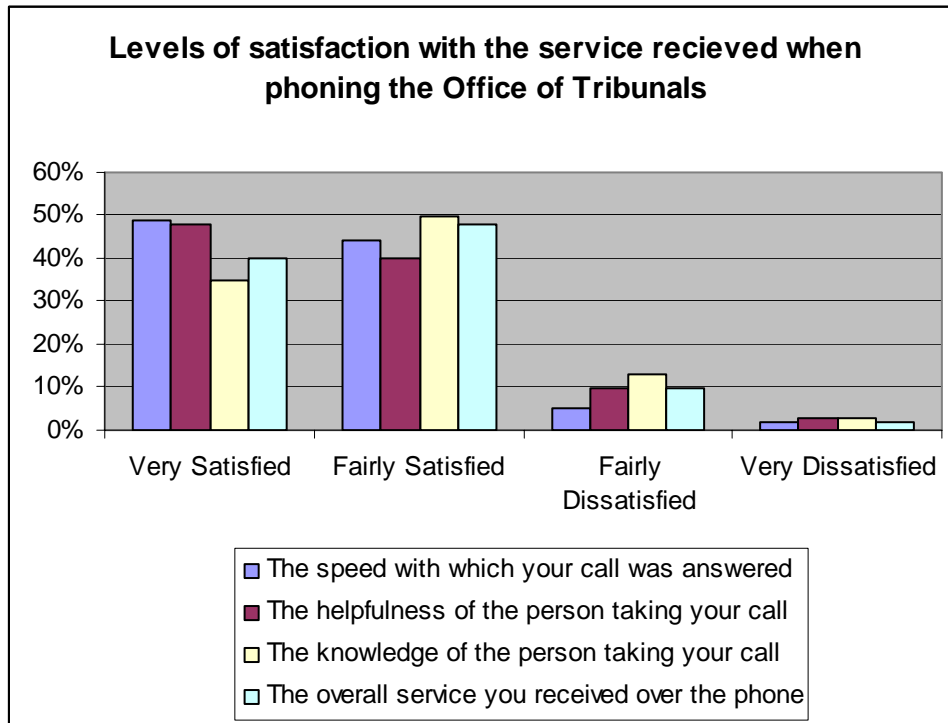
3.1. Over half (61%) of customers had phoned the Office of Tribunals. The most common reason (32%) for making a call was to find out about ‘the status of the case’, this was followed by the ‘date of the hearing’ (23%) and ‘submitting the claim or response’ (17%). This is shown in Figure 2.

**Figure 2**



- 3.2. Just under two thirds (63%) of those who had phoned the Office of Tribunals stated that the person dealing with their call had helped them there and then. Over one quarter (26%) were pointed in the right direction for help, only 2% stated the person who had dealt with the call had offered no help at all.
- 3.3. The majority of those who had the phoned the Office of the Tribunals were either very satisfied or fairly satisfied with; the speed with which the call was answered (93%), the helpfulness of the person taking the call (88%), the knowledge of the person taking the call (85%) and the overall service received over the phone (88%). One in ten were fairly dissatisfied with the overall service they received and only 2% were very dissatisfied. These results are illustrated below in Figure 3.

**Figure 3**

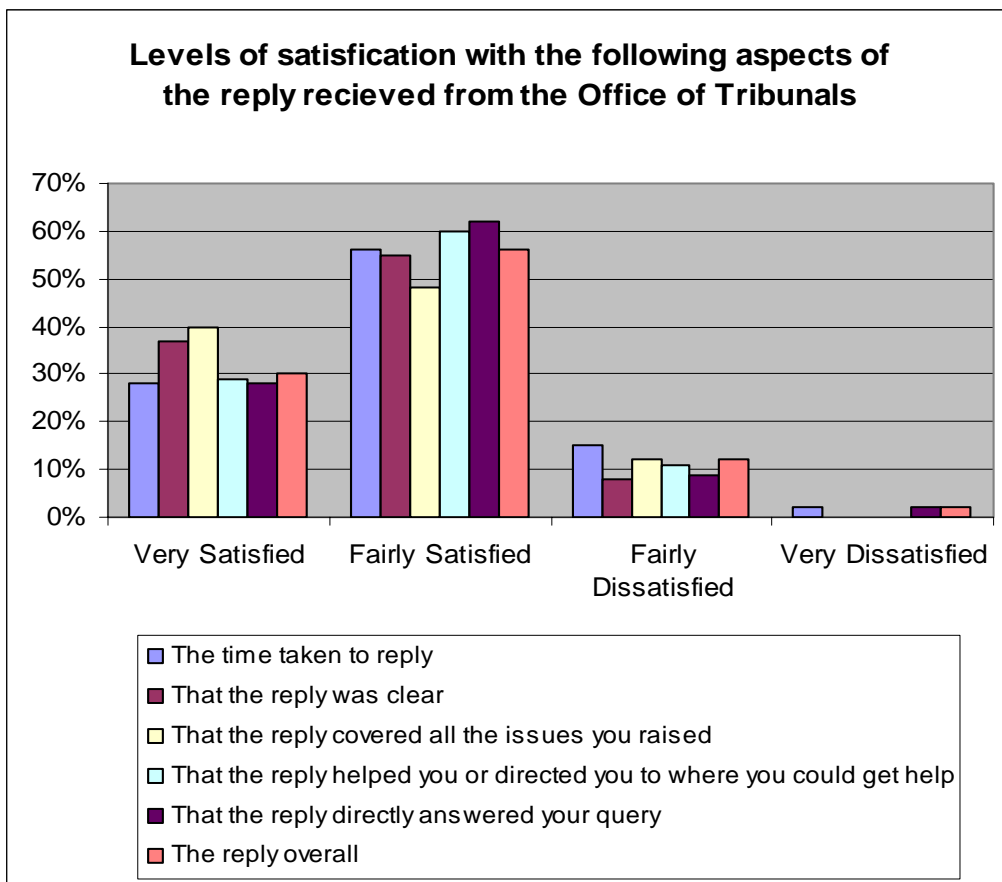


#### **4. Written Communication**

- 4.1. In the 6 months prior to the survey just over two-fifths (42%) of those surveyed had written to the Office of the Tribunals. Of these 65% received a reply to their most recent letter within 10 working days. Over one third (37%) of the replies from the Office of the Tribunals contained a letter from a member of staff, this was followed by an order from the Tribunal (18%), a date or notice of hearing (18%) or documents, forms or papers (12%).

4.2. The majority of those receiving a reply from the Office of the Tribunals were either very satisfied or satisfied with a range of aspects concerning the reply they received. These included the time taken to reply (83%), the clarity of the reply (92%), that the reply covered all the issues raised (88%), that the reply helped or directed you to where you could get help (89%) and that the reply directly answered your query (89%). Levels of dissatisfaction ranged between 8% and 15% with only zero to 2% claiming they were very dissatisfied with the different aspects. On the whole 86% were either very satisfied (30%) or satisfied (56%) with the overall reply, 12% stated they were fairly dissatisfied and 2% stated they were very dissatisfied. This is illustrated below in Figure 4.

**Figure 4**



## 5. Tribunal Hearing

5.1. Over half of those surveyed (57%) had been involved in a Tribunal Hearing in the last 6 months. The majority (89%) of these were held in Belfast. More than three quarters (83%) of those who had been involved in a Tribunal Hearing stated they were attended to within 10 minutes of arrival; similarly 85% stated the Tribunal Clerk had informed them of the

arrangements for their case. Overall customers thought the information provided by the Clerk at the hearing was understandable with 48% stating it was very clear and 48% stating it was clear, only 4% thought it was unclear.

## **6. Complaints**

6.1. Only 2% of those who were surveyed had made a complaint about the quality of service provided by the Office of the Tribunals in the last 12 months. This amounted to 3 people, all of which made their complaint by phone with one respondent also making their complaint by letter or comment sheet. Additionally two of the three respondents made their complaints to the Tribunal Office.

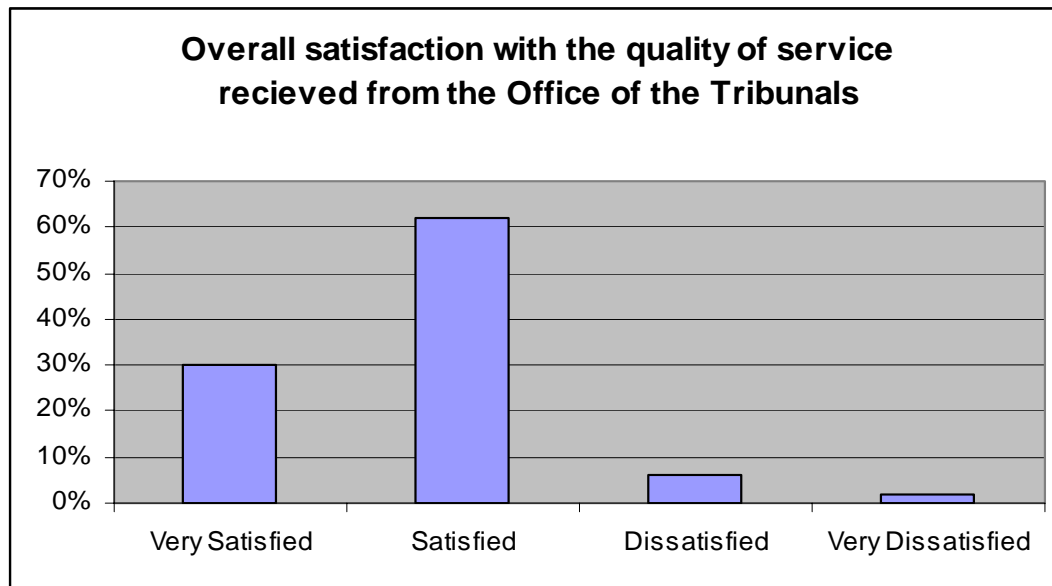
6.2. There were 2 complaints regarding the time taken to arrange a hearing date, in addition to a single complaint regarding mistakes made by tribunal staff, one complaint concerning a cancelled hearing and one complaint due to confidentiality issues.

6.3. Of those who responded 50% were very dissatisfied and 50% were dissatisfied with the way that the complaints procedure was explained to them. Two thirds (67%) were dissatisfied and 33% were very dissatisfied with how they were informed about the progress of their complaint. Two of the three respondents (67%) were satisfied with the politeness of the staff dealing with them, with the remainder stating they were dissatisfied. Two thirds were also dissatisfied and one third satisfied with the time taken to resolve the complaint. In general all those who made a complaint were dissatisfied with the overall way their complaint was dealt with.

## **7. Overall Satisfaction**

7.1. Of all those surveyed almost two thirds (62%) were satisfied with the quality of service provided by the administrative staff of the Office of Tribunals Service (figure 5). This was followed by 30% who were very satisfied, 6% who were dissatisfied and 2% who were very dissatisfied.

Figure 5



7.2. Those respondents who stated they were dissatisfied or very dissatisfied were given the opportunity to say why. Over half (64%) reported that they were unhappy with delays this included delays in receiving replies, delays in arranging a hearing and the postponement of hearing dates.

7.3. When asked to comment on one area in which you feel the Office of the Tribunal is particularly strong 16 respondents mentioned the friendliness and helpfulness of the staff. This was followed by 14 customers who were impressed by the communication and clarification of information. Other comments included the fairness of the process and good general organisation.

7.4. Respondents were asked to comment on the changes you would most like the Office of the Tribunals to make to improve our service to you. Of those who responded approximately one quarter stated no changes. Over one fifth thought that the process needed to be quicker. This included requests to speed up hearings, speed up responses to correspondence, give cancelled cases priority and the guarantee that cases will be scheduled within a pre-defined period. Approximately 6% thought there should be clearer information; comments included putting the information booklets on public display. A further 6% commented on the need for better facilities and access to services for example photocopying on the day of the hearing. Similarly 6% of respondents thought that correspondence by e-mail would be useful. Finally, 6% thought that the website was poor and commented that online information would be invaluable. This point was reinforced when respondents were asked 'if you have difficulties accessing any of our services, how could we

have made things easier for you?'. Three quarters of respondents commented that the provision of information via the internet and overall website improvements would be beneficial.

## **8. Respondent characteristics**

8.1. Almost one third (32%)<sup>1</sup> of those surveyed were respondents and almost one third (32%) were claimants. The remainder were respondent's representatives (19%) and claimant's representatives (17%).

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<sup>1</sup> All respondent characteristics are given in table form in Appendix 3.

## Appendices

## Appendix 1

### **Office of the Industrial Tribunals and The Fair Employment Tribunal (OITFET)**

The Office of the Tribunals provides administrative support to the Industrial Tribunals and The Fair Employment Tribunal in Northern Ireland (please note: we have no involvement or control over the proceedings at the hearing or the tribunal's decision). We are committed to improving the service we provide to users and would be grateful if you could take 10 minutes to complete this questionnaire. The information is completely confidential and the feedback will be used to make improvements to our service.

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#### **SECTION A: Information**

**Q1** Have you used any of the OITFET Information booklets? If so, did they give you enough information to help you prepare your case?

*Please tick one box for each of the following booklets*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did not use
a) Fair Employment Tribunal/Industrial Tribunals Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Statutory Dispute Resolution Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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#### **SECTION B: Communication**

##### **Phone Communication**

**Q2** Have you phoned the Office of the Tribunals? *Tick one box only*

- Yes  
Go to Q3
- No  
Go to Q6
- Don't know  
Go to Q6

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**Q3** What was your call about? *Tick all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> Submitting the claim or response | <input type="checkbox"/> How to fill in the forms |
| <input type="checkbox"/> Status of the case               | <input type="checkbox"/> Tribunal procedures      |
| <input type="checkbox"/> Costs/expenses                   | <input type="checkbox"/> To request forms         |
| <input type="checkbox"/> Which forms to fill in           | <input type="checkbox"/> Date of the hearing      |
| <input type="checkbox"/> Other <i>(Please specify)</i>    |   |

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**Q4** Thinking about the last time you called, did the person dealing with your call; *Tick one box only*

- a) Help you there and then
- b) Point you in the right direction for help
- c) Explain why they could not help
- d) Offer no help at all
- e) Other

(Please specify)

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**Q5** How satisfied or dissatisfied were you with the service you received when you last phoned the Office of the Tribunals? Please tick one box for each of the following aspects of our service

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
a) The speed with which your call was answered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The helpfulness of the person taking your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The knowledge of the person taking your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The overall service you received over the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Written Communication

**Q6** Have you written to the Office of the Tribunals in the past 6 months, (not including complaints) Tick one box only

- Yes  
Go to Q7
- No  
Go to Section C
- Don't know  
Go to Section C

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**Q7** Did you receive a reply to your most recent letter within 10 working days? Tick one box only

- Yes
- No
- Don't know
- Reply not required  
Go to Section C

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**Q8** What was sent to you by the Tribunal on this occasion? Tick all that apply

- |   |  |
|---|--|
| <input type="checkbox"/> An order from the tribunal | <input type="checkbox"/> A letter from a member of staff |
| <input type="checkbox"/> Printed leaflets(s)        | <input type="checkbox"/> Date / notice of hearing        |
| <input type="checkbox"/> Documents / forms / papers | <input type="checkbox"/> A judgment or decision          |
| <input type="checkbox"/> Other (please specify)     |  |

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**Q9** How satisfied or dissatisfied were you with the following aspects of the reply you received?

Please tick one box for each of the aspects

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) The time taken to reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) That the reply was clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) That the reply covered all the issues you raised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) That the reply helped you or directed you to where you could get help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) That the reply directly answered your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The reply overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## SECTION C: The Tribunal Hearing

**Q10** Have you been involved in a Tribunal Hearing in the last 6 months? Tick one box only

- Yes  
Go to Q11
- No  
Go to Section D
- 

**Q11** Where was the most recent Tribunal hearing in which you were involved held? (city/town)

\_\_\_\_\_

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**Q12** Were you attended to within 10 minutes of your arrival? Tick one box only

- Yes
- No
- Don't know
- 

**Q13** Did the Tribunal Clerk inform you of the arrangements for your case? Tick one box only

- Yes  
Go to Q14
- No  
Go to Section D
- Don't know  
Go to Section D
- 

**Q14** How clear was the information provided by the Clerk at the hearing? Tick one box only

- Very clear
- Clear
- Unclear
- Very unclear

## SECTION D: Complaints

**Q15** Have you made a complaint about the quality of service provided by the Office of the Tribunals in the last 12 months? (The Office of the Tribunals is responsible for the administration of a case; we are unable to investigate complaints about Tribunal hearings and decisions). *Tick one box only*

- Yes  
Go to Q16
- No  
Go to Section E

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**Q16** How did you make your complaint(s)? *Tick all that apply*

- |                          |  |                              |                          |
|--------------------------|--|------------------------------|--------------------------|
| By phone                 | In person/face to face<br>(at the tribunal office) | By letter /<br>comment sheet | By sending<br>an e-mail  |
| <input type="checkbox"/> | <input type="checkbox"/>                           | <input type="checkbox"/>     | <input type="checkbox"/> |

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**Q17** Who did you complain to? *Tick all that apply*

- |                          |                             |                          |
|--------------------------|-----------------------------|--------------------------|
| Tribunal Office          | Customer Service<br>Manager | Other                    |
| <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |

If other, please comment

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**Q18** What was the nature of your complaint? *Tick all that apply*

- |  |  |
|--|--|
| <input type="checkbox"/> Attitude of tribunal staff                            | <input type="checkbox"/> Mistake(s) made by tribunal staff |
| <input type="checkbox"/> The time taken to arrange a hearing date              | <input type="checkbox"/> Delay in replying to a letter     |
| <input type="checkbox"/> Hearing was cancelled                                 | <input type="checkbox"/> Facilities at the tribunal        |
| <input type="checkbox"/> Lost paperwork  |  |
| <input type="checkbox"/> Length of time waiting at tribunal before the hearing |  |
| <input type="checkbox"/> Other ( <i>please specify</i> )                       |  |

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**Q19** How satisfied or dissatisfied were you with the following aspects of the complaints procedure? *Please tick one box for each of the aspects.*

- |   | Very satisfied           | Satisfied                | Dissatisfied             | Very dissatisfied        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| a) The way that the complaints procedure was explained to you | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) How you were informed about the progress of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- c) The politeness of staff dealing with you
- d) The time taken to resolve the complaint
- e) The overall way your complaint was dealt with
- 

## SECTION E: Overall Satisfaction

**Q20** Considering everything, irrespective of the actual Tribunal decision, what was your overall satisfaction with the quality of service you received from the administrative staff of the Office of the Tribunals Service? *Please tick one box only*

Very  
satisfied

Satisfied

Dissatisfied

Very  
dissatisfied

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**Q21** If you were dissatisfied or very dissatisfied please say why?

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**Q22** Please tell us one area in which you feel the Office of the Tribunals is particularly strong.

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**Q23** What changes would you most like us to make to improve our service to you?

## SECTION F: About You

To help us meet the needs of different customers it would be useful if you could provide some information about yourself. This information received will only be used for the purposes of this survey.

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**Q24 To which age group do you belong?**

- 24 years and under       25–44 years       45–64 years       65 years and over

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**Q25 Are you**

- Male       Female

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**Q26 What was your involvement with the Office of the Tribunals?**

- Claimant *Go to Q28*       Respondent *Go to Q28*  
 Claimant's Representative *Go to Q27*       Respondent's Representative *Go to Q27*

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**Q27 If you act in the capacity of a representative, please specify below. Please tick one box only**

- Citizens Advice Bureau  
 Counsel  
 Union Official  
 Solicitor       Employer Organisation  
  
 Family member/friend  
 Other (please specify) \_\_\_\_\_

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**Q28 Using the definition given below, do you consider yourself to have a disability?**

The Disability Discrimination Act (DDA) defines a person as disabled if:  
*"they have a physical or mental impairment which has a substantial and long term adverse affect on their ability to carry out normal day-to-day activities."*

- Yes       No

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**Q29 If you answered yes to the above question, which description best describes your disability?**

- Visual impairment       Hearing impairment  
 Physical disability       Mobility

- Mental illness
  Dyslexia  
 other (please specify) .....

**Q30** If English is not your first language, please specify what your first language is.  
 Please provide details in the box below.

**Q31** If you had difficulties accessing any of our services, how could we have made things easier for you? Please specify in the box below

**Q32** What is your community background? Tick one box only

- I am a member of the Protestant Community  
 I am a member of the Catholic Community  
 I am a member of neither the Protestant nor Catholic Community

**Q33** What is your ethnic background? Tick one box only

<input type="checkbox"/> White	<input type="checkbox"/> Black - African	<input type="checkbox"/> Black - Caribbean	<input type="checkbox"/> Black – other
<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Chinese	<input type="checkbox"/> Indian	<input type="checkbox"/> Pakistani
<input type="checkbox"/> Irish Traveller	<input type="checkbox"/> Mixed Ethnic Group	<input type="checkbox"/> Other Ethnic Group	

**Your opinions and comments will be used to improve our service to you.**

**Thank you for taking time to complete this questionnaire, please return it in the envelope provided.**

**To:**

**Office of the Industrial Tribunals  
 and the Fair Employment Tribunal  
 Long Bridge House  
 Waring Street, Belfast  
 BT1 2BR**

**BY 13<sup>th</sup> January 2006**

**N.B. Please DO NOT include any other correspondence in this envelope**

## **APPENDIX 2**

### **SECTION A: Information**

**Q1 Have you used any of the OITFET information booklets? If so, did they give you enough information to help you prepare your case?**

	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied	
	Freq	%	Freq	%	Freq	%	Freq	%
a) Fair Employment Tribunal/Industrial Tribunals Procedures	27	29.7%	57	62.6%	3	3.3%	4	4.4%
b) Statutory Dispute Resolution Procedures	10	18.2%	40	72.7%	3	5.5%	2	3.6%

### **SECTION B: Communication**

#### **Phone communication**

**Q2 Have you phoned the Office of the Tribunals?**

	Frequency	%
Yes	84	60.9%
No	53	38.4%
Don't know	1	0.7%
Total	138	100.0%

**Q3 What was your call about?**

	Frequency	%
Other	4	2.4%
Date of the hearing	38	22.8%
Which forms to fill in	1	0.6%
To request forms	13	7.8%
Costs/ expenses	4	2.4%
Tribunal procedures	24	14.4%
Status of the case	54	32.3%
How to fill in the forms	0	0.0%
Submitting the claim or response	29	17.4%
Total calls	167	100.0%

**Q4 Thinking about the last time you called, did the person dealing with your call;**

	Frequency	%
Help you there and then	53	63.1%
Point you in the right direction for help	22	26.2%
Explain why they could not help	2	2.4%
Offer no help at all	2	2.4%
Other (please specify)	5	6.0%
Total	84	100.0%

**Q5 How satisfied or dissatisfied were you with the service you received when you last phoned the Office of the Tribunals?**

	Very Satisfied		Fairly Satisfied		Fairly Dissatisfied		Very Dissatisfied	
	Freq	%	Freq	%	Freq	%	Freq	%
The speed with which your call was answered	40	48.8%	36	43.9%	4	4.9%	2	2.4%
The helpfulness of the person taking your call	39	48.1%	32	39.5%	8	9.9%	2	2.5%
The knowledge of the person taking your call	28	35.0%	40	50.0%	10	12.5%	2	2.5%
The overall service you received over the phone	33	40.2%	39	47.6%	8	9.8%	2	2.4%

**Written Communication**

**Q6 Have you written to the Office of the Tribunals in the past 6 months, (not including complaints)?**

	Frequency	%
Yes	57	41.6%
No	79	57.7%
Don't know	1	0.7%
Total	137	100.0%

**Q7 Did you receive a reply to your most recent letter within 10 working days?**

	Frequency	%
Yes	37	64.9%
No	14	24.6%
Don't know	4	7.0%
Reply not required	2	3.5%
Total	57	100.0%

**Q8 What was sent to you by the Tribunal on this occasion?**

	Frequency	%
An order from the tribunal	15	17.6%
A letter from a member of staff	31	36.5%
Printed leaflets	2	2.5%
Date / notice of hearing	15	17.6%
Documents / forms / papers	10	11.8%
A judgement or decision	9	10.6%
Other	3	3.5%
Total replies	85	100.0%

**Q9 How satisfied or dissatisfied were you with the following aspects of the reply you received?**

	Very Satisfied		Fairly Satisfied		Fairly Dissatisfied		Very Dissatisfied	
	Freq	%	Freq	%	Freq	%	Freq	%
The time taken to reply	15	27.8%	30	55.6%	8	14.8%	1	1.9%
That the reply was clear	19	37.3%	28	54.9%	4	7.8%	0	0.0%
That the reply covered all the issues you raised	20	40.0%	24	48.0%	6	12.0%	0	0.0%
That the reply helped you or directed you to where you could get help	13	28.9%	27	60.0%	5	11.1%	0	0.0%
That the reply directly answered your query	13	27.7%	29	61.7%	4	8.5%	1	2.1%
The reply overall	15	30.0%	28	56.0%	6	12.0%	1	2.0%

**Section C: The Tribunal Hearing**

**Q10 Have you been involved in a Tribunal Hearing in the last 6 months?**

	Frequency	%
Yes	79	57.2%
No	59	42.8%
Total	138	100.0%

**Q11 Where was the most recent Tribunal hearing in which you were involved held?**

	Frequency	%
Belfast	70	88.6%
CMD	1	1.3%
Enniskillen	1	1.3%
Limavady	1	1.3%
Londonderry	1	1.3%
Omagh	4	5.1%
Southampton	1	1.3%
Total	79	100.0%

**Q12 Were you attended to within 10 minutes of your arrival?**

	Frequency	%
Yes	65	83.3%
No	9	11.5%
Don't know	4	5.1%
Total	78	100.0%

**Q13 Did the Tribunal Clerk inform you of the arrangements for your case?**

	Frequency	%
Yes	66	84.6%
No	9	11.5%
Don't know	3	3.8%
Total	78	100.0%

**Q14 How clear was the information provided by the Clerk at hearing?**

	Frequency	%
Very clear	34	47.9%
Clear	34	47.9%
Unclear	3	4.2%
Total	71	100.0%

## **Section D: Complaints**

**Q15 Have you made a complaint about the quality of service provided by the Office of the Tribunals in the last 12 months?**

	Frequency	%
Yes	3	2.2%
No	136	97.8%
Total	139	100.0%

**Q16 How did you make your complaint (s)?**

	Frequency	%
Phone	3	75.0%
Person/ face to face	0	0.0%
Letter /comment sheet	1	25.0%
Total	4	100.0%

**Q17 Who did you complain to?**

	Frequency	%
Tribunal Office	2	66.7%
Other (Administration)	1	33.3%

**Q18 What was the nature of your complaint?**

	Frequency	%
Attitude of tribunal staff	0	0.0%
Mistake(s) made by tribunal staff	1	20.0%
The time taken to arrange a hearing date	2	40.0%
Delay in replying to a letter	0	0.0%
Hearing was cancelled	1	20.0%
Facilities at the tribunal	0	0.0%
Lost paperwork	0	0.0%
Length of time waiting at tribunal before the hearing	0	0.0%
Other ( <i>please specify</i> )	1	20.0%
Total	5	100.0%

**Q19 How satisfied or dissatisfied were you with the following aspects of the complaints procedure?**

	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied	
	Freq	%	Freq	%	Freq	%	Freq	%
The way that the complaints procedure was explained to you	0	0.0%	0	0.0%	1	50.0%	1	50.0%
How you were informed about the progress of your complaint	0	0.0%	0	0.0%	2	66.7%	1	33.3%
The politeness of staff dealing with you	0	0.0%	2	66.7%	1	33.3%	0	0.0%
The time taken to resolve the complaint	0	0.0%	1	33.3%	2	66.7%	0	0.0%
The overall way your complaint was dealt with	0	0.0%	0	0.0%	3	100.0%	0	0.0%

**Section E: Overall Satisfaction**

**Q20 Considering everything, irrespective of the actual Tribunal decision, what was your overall satisfaction with the quality of service you received from the administrative staff of the Office of the Tribunal?**

	Frequency	%
Very Satisfied	40	29.6%
Satisfied	84	62.2%
Dissatisfied	8	5.9%
Very Dissatisfied	3	2.2%
Total	135	100.0%

### **Appendix 3**

#### **Characteristics of respondents.**

##### **Q24 To what age group do you belong?**

	Frequency	%
24 years and under	6	4.4%
25-44 years	63	46.3%
45-64 years	67	49.3%
Total	136	100.0%

##### **Q25 Are you?**

	Frequency	%
Male	71	52.2%
Female	65	47.8%
Total	136	100.0%

##### **Q26 What was your involvement with the Office of the Tribunals?**

	Frequency	%
Claimant	44	31.9%
Respondent	44	31.9%
Claimants Representative	24	17.4%
Respondents Representative	26	18.8%
Total	138	100.0%

##### **Q27 If you act as a representative, please specify.**

	Frequency	%
Citizens Advice Bureau	2	4
Union Official	4	8
Solicitor	32	64
Employer Organisation	4	8
Other	8	16
Total	50	100

**Q28 Using the definition given below, do you consider yourself to have a disability?  
The Disability Discrimination Act (DDA) defines a person as disabled if: “they have a physical or mental impairment which has a substantial and long term adverse affect on their ability to carry out normal day-to-day activities”.**

	Frequency	%
Yes	8	5.9%
No	128	94.1%
Total	136	100.0%

**Q29 If you answered yes to the above question, which description describes your disability?**

	Frequency	%
Hearing impairment	1	14.3%
Physical Disability	3	42.9%
Mobility	2	28.6%
Mental illness	1	14.3%
Total	7	100.0%

**Q31 If you have difficulties accessing any of our services, how could we have made things easier for you?**

	Frequency	%
Advertise publications	1	12.5%
More information available	1	12.5%
Better website and internet access	6	75.0%
Total	8	100.0%

**Q32 What is your community background?**

	Frequency	%
Protestant Community	61	45.2%
Catholic Community	52	38.5%
Neither Protestant or Catholic Community	22	16.3%
Total	135	100.0%

**Q33 What is your ethnic background?**

	Frequency	%
White	131	97.0%
Black - African	2	1.5%
Black - Caribbean	1	0.7%
Other Ethnic Group	1	0.7%
Total	135	100.0%

## **Appendix 4**

### **Comparisons with the GB Employment Tribunals User Survey 2005<sup>1</sup>.**

Those who had phoned the Office of the Tribunals were asked did the person dealing with your call?

	NI 2006	GB 2005
Help you there and then	63.10%	82.0%
Point you in the right direction for help	26.20%	12.5%
Explain why they could not help	2.40%	2.5%
Offer no help at all	2.40%	2.5%
Other (please specify)	6.00%	0.5%
Total	100.00%	100.0%

How satisfied or dissatisfied were you with the service you received when you last phoned the Office of the Tribunals?

	Very Satisfied		Fairly Satisfied		Fairly Dissatisfied		Very Dissatisfied	
	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005
The speed with which your call was answered	48.8%	64.5%	43.9%	33.0%	4.9%	2.0%	2.4%	0.5%
The helpfulness of the person taking your call	48.1%	60.0%	39.5%	34.0%	9.9%	4.0%	2.5%	2.0%
The knowledge of the person taking your call	35.0%	49.0%	50.0%	42.0%	12.5%	7.0%	2.5%	2.0%
The overall service you received over the phone	40.2%	54.0%	47.6%	40.0%	9.8%	4.0%	2.4%	2.0%

<sup>1</sup>[http://www.employmenttribunals.gov.uk/customer\\_service/documents/usersurvey2005.pdf](http://www.employmenttribunals.gov.uk/customer_service/documents/usersurvey2005.pdf)

Those who had written to the Office of Tribunals and had received a reply were asked how satisfied or dissatisfied were you with the following aspects of the reply you received?

	Very Satisfied		Fairly Satisfied		Fairly Dissatisfied		Very Dissatisfied	
	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005
The time taken to reply	27.8%	41.0%	55.6%	49.5%	14.8%	7.0%	1.9%	2.5%
That the reply was clear	37.3%	39.5%	54.9%	52.0%	7.8%	6.5%	0.0%	2.0%
That the reply covered all the issues you raised	40.0%	35.5%	48.0%	54.0%	12.0%	8.0%	0.0%	2.5%
That the reply helped you or directed you to where you could get help	28.9%	34.0%	60.0%	56.0%	11.1%	8.0%	0.0%	2.0%
That the reply directly answered your query	27.7%	36.0%	61.7%	54.0%	8.5%	8.0%	2.1%	2.0%
The reply overall	30.0%	37.0%	56.0%	55.0%	12.0%	5.0%	2.0%	3.0%

Have you made a complaint about the quality of service provided by the Office of the Tribunals in the last 12 months?

	NI 2006	GB 2005
Yes	2.2%	2.5%
No	97.8%	97.5%

What was the nature of your complaint?

	NI 2006	GB 2005
Attitude of tribunal staff	0.0%	7.0%
Mistake(s) made by tribunal staff	20.0%	27.0%
The time taken to arrange a hearing date	40.0%	7.0%
Delay in replying to a letter	0.0%	7.0%
Hearing was cancelled	20.0%	N/A
Facilities at the tribunal	0.0%	3.0%
Lost paperwork	0.0%	14.0%
Length of time waiting at tribunal before the hearing	0.0%	7.0%
Other ( <i>please specify</i> )	20.0%	14.0%
Total	100.0%	100.0%

**How satisfied or dissatisfied were you with the following aspects of the complaints procedure?**

	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied	
	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005
The way that the complaints procedure was explained to you	0.0%	12.5%	0.0%	31.0%	50.0%	44.0%	50.0%	12.5%
How you were informed about the progress of your complaint	0.0%	12.0%	0.0%	19.0%	66.7%	50.0%	33.3%	19.0%
The politeness of staff dealing with you	0.0%	6.0%	66.7%	88.0%	33.3%	6.0%	0.0%	0.0%
The time taken to resolve the complaint	0.0%	6.0%	33.3%	35.0%	66.7%	35.0%	0.0%	24.0%
The overall way your complaint was dealt with	0.0%	6.0%	0.0%	24.0%	100.0%	35.0%	0.0%	35.0%

**Considering everything, irrespective of the actual Tribunal decision, what was your overall satisfaction with the quality of service you received from the administrative staff of the Office of the Tribunal?**

	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied	
	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005	NI 2006	GB 2005
Overall satisfaction	29.6%	44.5%	62.2%	50.0%	5.9%	4.5%	2.2%	1.0%