

## **CSBA Complainant Survey - FAQs**

### **Why is the Ombudsman undertaking this survey?**

The Ombudsman wants to gain feedback from complainants about their experience dealing with the Office. The feedback will be used to review processes and to target training to improve the services provided by Ombudsman staff.

### **Do I have to be involved in the survey?**

You can opt out of the survey at any time. You will also be given the opportunity to opt out of the survey when you speak to a member of the Ombudsman's staff.

### **Who will be conducting the survey?**

The Office will use an external party to undertake the survey. The Ombudsman has contracted a company operating out of Melbourne called CSBA who have extensive experience conducting surveys and have their own in-house call centre.

### **Who will have access to my information and where will this data be stored?**

The Ombudsman's office will provide information to CSBA to populate their software program. This information is kept until the survey is completed and then this information is purged from their system. CSBA will provide a de-identified report back to the Office.

### **Will my information be used for any other purposes by CSBA?**

Your information will not be used for any other purpose by CSBA and CSBA will adhere to the privacy policies of the Office.

### **What data will CSBA get?**

The Office will provide the following information to CSBA - name, contact number, age, gender, location, responsible department, date complaint received, and date complaint closed.

### **How much information about the nature of my complaint has been passed to CSBA?**

No specific information in relation to your complaint is shared with CSBA, other than the Department or provider you have contacted the Office about, the date you contacted the Office and the date the Office closed your complaint.

### **Does the person ringing me know anything about the specifics of my complaint?**

The person calling you in relation to the survey knows only your name and a contact number. This is the minimum information required to verify your identity.

### **What if I have requested my complaint be anonymous will my information be used for a survey?**

No, if you have requested that your complaint be anonymous you will be excluded from information sent to CSBA.

### **If I choose to opt out will my information be passed to CSBA and will I need to opt out if I make a subsequent complaint to the Ombudsman?**

No, once you have chosen to opt out of the survey you will be excluded from the information provided to CSBA.

**Will I be contacted by the Ombudsman about any information I provide as part of the survey?**

Any information you provide as a result of this survey will be de-identified and not attributed to you in any way unless you expressly state you want the Ombudsman to contact you. This specific request will be passed onto the Ombudsman by CSBA. It will then be up to the Ombudsman to follow this up.

**If I want to speak to somebody in relation to the way the survey was conducted or if I have a complaint about the person undertaking the survey who do I contact?**

There are two ways to do this –

1. Provide CSBA with your name and contact number which they will forward to this Office and we will then contact you.
2. Email [governance@ombudsman.gov.au](mailto:governance@ombudsman.gov.au) with your name and contact number.

**Do I have to speak to the interviewer when they ring me?**

While the Ombudsman would like to hear your feedback in relation to the handling of your contact with the Office the survey is entirely optional.