

Complaints process satisfaction survey 2015/2016

To measure the satisfaction levels of participants in the complaints process and identify areas for service improvement

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Executive summary

Background, objectives and research methodology

Colmar Brunton was commissioned by the Office of the Privacy Commissioner (the Office), to carry out an online survey of New Zealanders who had been involved in the Office's complaints process during the period 1 July 2015 to 30 June 2016. The purpose of the research was to measure their satisfaction with the complaints process, and to identify any areas for service improvement.

All 1,054 individuals involved in the complaints process from 1 July 2015 to 30 June 2016 for whom contact details were available were invited to take part in an online survey, 661 were complainants and 393 were complaint respondents. In total, 302 participants in the complaints process completed the survey (194 complainants and 108 complaint respondents). The maximum margin of error on the total sample of 302 is $\pm 4.8\%$ (at the 95% confidence level).

Key results

The main findings from the research are presented below.

Around half of all participants in the complaints process (52%) are satisfied with how the Office of the Privacy Commissioner handled the complaint(s) they were involved in.

The main priorities for improvement (areas which are low performing but highly important in driving satisfaction with the complaints process) are listed below - from highest to lowest priority:

1. The Commission were focused on resolving the complaint
2. The complaint process was conducted in a fair manner
3. You felt the Privacy Commission took your individual circumstances into account
4. You had all your questions about the complaints process answered
5. The Privacy Act issues were clearly explained to you
6. The reasons for the outcome were fully explained to you
7. You were kept informed about the progress of the complaint(s)

A secondary priority for improvement is:

8. The length of time it took to receive a decision was reasonable

The eight individual priority areas for improvement are combined into three main groups and each is discussed in turn below.

Priority area for improvement 1: the Commission were focused on resolving the complaint, you were kept informed about the progress of the complaint(s), and the length of time it took to receive a decision was reasonable.

These emerged as key areas for improvement not only in the attributes participants rated, but also in suggestions given in response to an open-ended question about what the Office could have done to achieve a better satisfaction rating. Results indicate that failing to keep participants adequately informed about what is being done to resolve the complaint is more of an issue than the actual length of time taken to reach a decision.

“Quicker follow-up and progress reporting would be helpful.” **Respondent**

“It seemed to take a long time between communications. I would respond within 24 hours of a request for information, then hear nothing for a month.” **Respondent**

“I feel I should have been better informed about why the process was taking so long.” **Complainant**

“Assigned the complaint in a timely manner and kept me informed. I should not have had to chase it.” **Complainant**

Priority area for improvement 2: the complaint process was conducted in a fair manner, you felt the Privacy Commission took your individual circumstances into account.

The Office’s staff are viewed by the majority of participants as knowledgeable, professional and competent, however the research also suggests participants are seeking a somewhat warmer and more compassionate level of service from the Office.

While 73% of participants agree they were given the opportunity to share their side of the story, only half felt that the Office took their individual circumstances into account (50%).

Comments made by some participants (both complainants and respondents) indicate that participation in the complaints process is highly stressful, and that there could be greater recognition of this by the Office. The Office can at times be perceived as impersonal and somewhat uncaring.

“For my staff member involved who had the complaint laid against her, it was a very stressful process and there was little follow up or explanation for her to ease her mind. Once the resolution came through and she was exonerated, there was great relief. More could be done for the ‘victim’.” **Respondent**

“Listened and understood my complaint. Not relayed replies from a text book page.” **Complainant**

“They could have made my complaint feel important, they could have not made me feel like a nuisance.” **Complainant**

“...Understood the damage that the breach caused me...” **Complainant**

Priority area for improvement 3: the Privacy Act issues were clearly explained to you, the reasons for the outcome were fully explained to you, you had all your questions about the complaints process answered.

Another area that the Office's staff could help address is improving the clarity of their communications with participants, in particular with complainants.

All participants that took part in the research were involved in cases that were closed, but only around half consider their latest complaint resolved (54%). A significantly lower proportion of complainants consider their complaint resolved (35%, compared to 91% of respondents).

Complainants are significantly less likely than average to agree the Privacy Act issues were clearly explained to them (54% vs. 63% of all participants), or that the reasons for the outcome were fully explained to them (46% vs. 61% of all participants).

Inexperienced participants are significantly less likely to agree the reasons for the outcome were fully explained to them (57% of those involved in one complaint during the past six months agree vs. 73% of those involved in multiple complaints during this time).

Complainants are significantly less likely than respondents to have been involved in multiple complaints during the past six months (18% and 35% respectively), thus tend to be far less familiar with the process.

“Better explain what the next steps were going to be after my complaint was considered. I got a little confused because the explanation wasn't clear in the first instance.” **Complainant**

“The first letter was rather inconclusive but upon subsequent letters the outcome was/is very satisfactory. But feel only because of the letters we wrote, did they take this seriously.” **Complainant**

“Provide information, make things easier to understand, explain things to me instead of leaving me to find out in my own, etc.” **Complainant**

“The Office of the Privacy Commissioner could have provided more explanation of the reasons for their findings...” **Respondent**

“Explained more clearly why our concerns about our own privacy potentially being violated were not taken into consideration...” **Respondent**

Other key findings:

Complainants tend to be less satisfied with the vast majority of aspects of the complaints process than respondents, to some extent this reflects their relative lack of experience with the process compared to respondents.

Complainants who submit their complaint through the online form are significantly more likely than average to have found it easy to lodge their complaint (88% vs. 77% of all complainants). Complainants that submit their complaint by phone or by letter/email tend to be relatively less satisfied with aspects of the complaints process.

The Office's staff are both high performing and highly important in driving participants' satisfaction with the complaints process so are identified as the Office's main strength.

Recommendations

Consider offering an online platform for participants to keep track of complaints

The research indicates that the availability of the online form to submit a complaint has been a successful innovation for the Office of the Privacy Commissioner. Based on the findings we also think that participants (both complainants and respondents) could have an appetite for an online platform that would enable them to keep track of, and obtain information about, the complaints they are involved in.

A secure online portal could be used that allows both complainants and respondents to access and print information relating to a specific case or cases. This information could include progress updates outlining actions taken by the Office in relation to the complaint. The name and contact details of the investigating officer. The current status of the complaint to make it obvious when a case is closed. Other relevant documents could be linked to the case such as a written copy of the applicable laws used to make the final decision, as well as a plain English explanation of them. Also examples of similar cases where the same decisions and laws were applied. Other useful links could include suggestions for alternative avenues that could be pursued if the decision made is one that a participant disagrees with.

Having a central location for information relating to the case that both parties can access would not only prevent participants from having to search for information, it could also help create a sense of transparency and neutrality. Furthermore, the research points to the fact that participants are not necessarily concerned about the length of time taken to receive a decision if they feel the Office is conducting a considered, thorough and fair investigation. By giving participants access to a record of what is being done to investigate a complaint this could therefore help improve perceptions of timeliness.

This complaint tracking offering could help address at least three areas which this research has identified as priorities for improvement:

- The Commission were focused on resolving the complaint
- The complaint process was conducted in a fair manner
- You were kept informed about the progress of the complaint(s)

In addition, it could help address a secondary priority for improvement:

- The length of time it took to receive a decision was reasonable

Improve the clarity and tone of written communications

The research suggests that participants (particularly complainants) are not always comprehending the written communications provided by the Office which can lead to confusion about why an outcome was reached and indeed whether or not a case is closed. Given complainants are relatively less experienced with the process they are especially in need of plain English correspondence.

Improving the clarity of written communications would help address the following priorities for improvement:

- The Privacy Act issues were clearly explained to you
- The reasons for the outcome were fully explained to you

Participants (both complainants and respondents) can experience a great deal of stress during the complaints process and there is a sense that this is not always acknowledged by the Office. There is a need to foster a greater sense of compassion for participants and to ensure this is conveyed in all communications. Written communications in particular can at times be perceived as cold and formulaic rather than tailored to the individual.

Improving the tone of written communications could help address the following priorities for improvement:

- The Privacy Commission took your individual circumstances into account
- The complaint process was conducted in a fair manner

Overall, the research highlights the crucial role the Office of the Privacy Commissioner's staff play in maintaining and improving the satisfaction levels of participants in the complaints process

On the whole participants feel staff are doing the best they can with the resources available to them. Staff are identified as the Office's key strength. While the primary purpose of the research is to identify areas for service improvement, it is equally important for staff to maintain their level of high performance, as any drop in their performance would lead to a drop in participant's satisfaction with the complaints process. Furthermore, staff have a lead role to play in helping to improve all of the perceptions that are a priority for improvement.

Background, objectives, and research methodology

Background and objectives

Colmar Brunton was commissioned by the Office of the Privacy Commissioner (the Office), to carry out an online survey of New Zealanders who had been involved in the Office's complaints process during the period 1 July 2015 and 30 June 2016. The purpose of the research was to measure their satisfaction with the complaints process, and to identify any areas for service improvement.

Data collection

All 1,054 individuals involved in the complaints process from 1 July 2015 to 30 June 2016 for whom contact details were available were invited to take part in an online survey, 661 were complainants and 393 were complaint respondents. Invitations to the online survey were sent by email or a letter that included a URL and unique code to use to access the survey. Fieldwork took place across two waves, the first from 31 March to 1 May 2016 and the second from 12 July to 8 August 2016. The purpose of splitting the fieldwork into two stages during the year was so that participants were interviewed closer to the time they had experienced the Office's service. To help encourage participants to complete the survey, two reminder emails and one reminder letter were sent out during each wave of fieldwork. In total, 302 participants in the complaints process completed the survey (194 complainants and 108 complaint respondents). A 29% response rate was achieved.

The maximum margin of error on the total sample of 302 is $\pm 4.8\%$ (at the 95% confidence level). This margin of error calculation takes into account the fact that a relatively large proportion of the total survey population was interviewed.

Survey population and sample weighting

A list of all participants involved in the complaints process from 1 July 2015 to 30 June 2016 for which the complaints were closed and contact details were available, was provided to Colmar Brunton by the Office under Privacy Principle 10(f)(ii) so they could be invited to take part in the confidential survey. The list was de-duped to ensure that individuals who had been involved in multiple complaints during that period were only invited to take part in the survey once.

Data has also been post-weighted by participant type (complainant or respondent) within survey invite method (email or letter) to ensure the results are representative of all participants on these variables.

A detailed demographic profile of the sample is provided in Appendix A of this report.

Survey limitation

The main limitation of the online survey methodology is that it excludes people who do not have access to the internet (23% of New Zealand households in the 2013 Census). It is therefore important to acknowledge that the survey results provide an overall picture of the views of participants in the complaints process, but the survey cannot be considered truly representative of all groups. It should be noted that six participants who had difficulty completing an online survey due to circumstances such as disability were interviewed by Colmar Brunton via telephone.

Questionnaire

Colmar Brunton re-designed the Office's existing questionnaire in close consultation with the Office. A key revision was to ask participants about the outcome of the complaint at the beginning of the questionnaire, including an open-ended question so they could express their views on the outcome, and explain their unique circumstances. While this information was not needed to address the objectives of the survey, it gave participants an opportunity to 'tell their story' before being asked for their views on the complaints process. It was also made explicit when we were asking questions about the outcome and when we were asking questions about the complaints process, so that participants understood the difference.

The average interview length was 9 minutes. A copy for the 2016 questionnaire is included in Appendix C of this report.

Notes to the reader

Definitions

The term 'participants' refers to all of those who took part in the survey, the term 'complainants' refers to those who had made a complaint (including those made a complaint on behalf of someone else), and the term 'respondents' refers to those who had responded to a complaint (including those who responded to a complaint on behalf of someone else).

Subgroup analysis

Throughout the report the results for all participants, complainants and respondents are charted and compared. In addition, where differences exist among other sub groups, these are mentioned under the heading 'further subgroup analysis'.

Statistically significant differences

All commentary relating to differences in the results by subgroup, refers to differences which are statistically significant at the 95% confidence level.

Nett percentages

The Nett percentages presented in the charts (e.g. % Agree which sums the 'strongly agree' and 'somewhat agree' response categories together) may not add up to the sum of their individual parts, this is due to rounding.

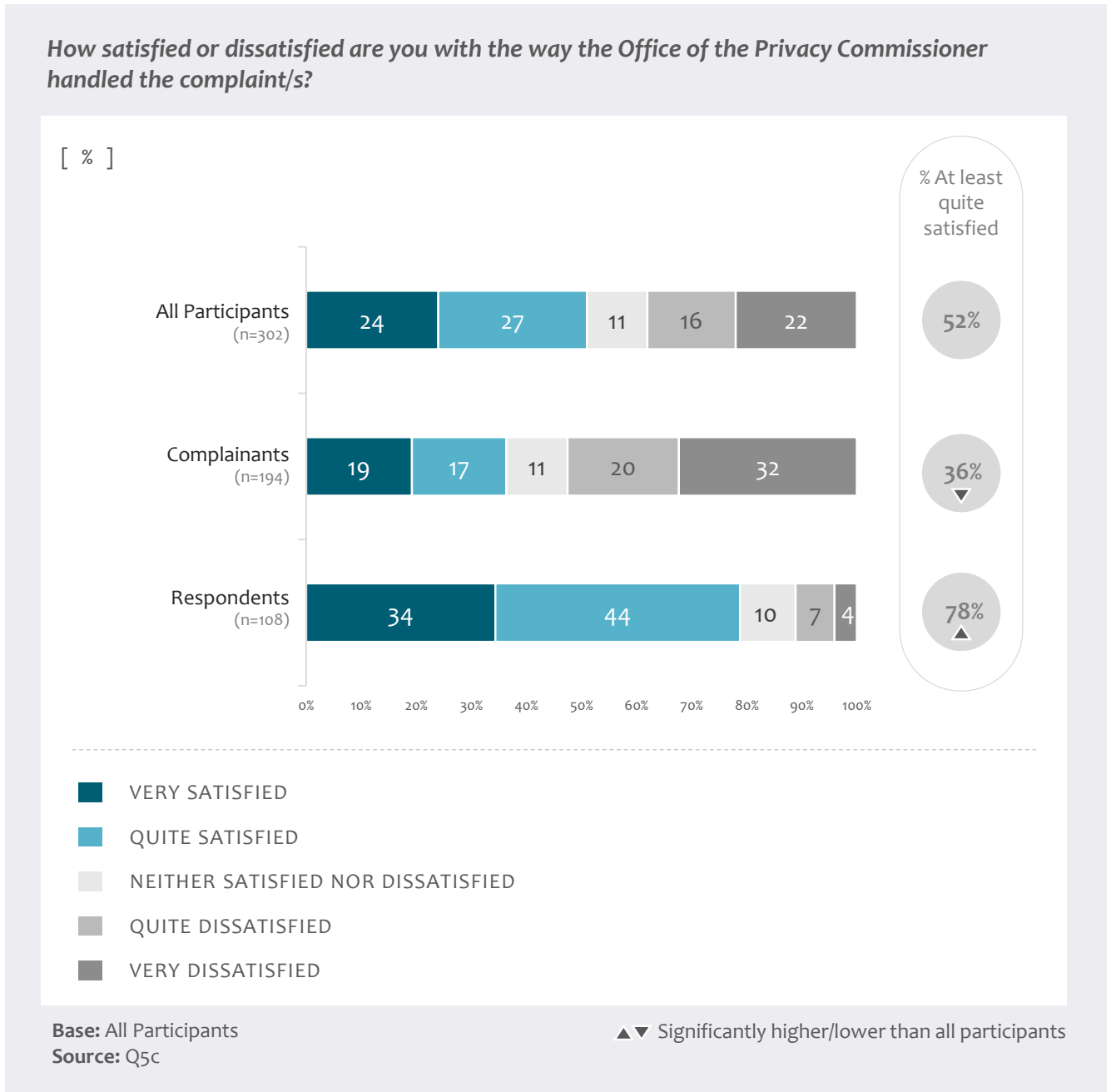
Survey results

Overall satisfaction

This section summarises participants' overall experience with the complaints process using a single measure.

Participants were asked to think about all the aspects of the complaints process, and indicate how satisfied or dissatisfied they are with the way the Office of the Privacy Commissioner handled the complaint(s).

Results are presented in the chart below.



Just over half of all participants in the complaints process are satisfied (52%), with around one quarter being very satisfied (24%), or quite satisfied (27%). Complainants are significantly less likely to be satisfied than respondents (36% and 78% respectively).

Further subgroup analysis

Complainants who made their complaint in writing (either by posting a letter or sending an email) are significantly less likely than average to be satisfied with the complaints process (31% vs. 52% of all participants).

Participants who feel the outcome of the complaint was unfair are significantly less likely to be satisfied with the complaints process than those who feel the outcome was fair (8% and 84% respectively).

Impact of satisfaction with the complaint outcome on satisfaction with the complaints process

As noted in the method section, the survey was designed to separate out satisfaction with the complaints process from satisfaction with the outcome of the complaint as much as possible, as the focus of the research was the process not the outcome. Despite the steps taken to minimise the impact of the outcome of the complaint on the rating of the process, the outcome still had a large bearing on satisfaction with the process. Satisfaction with the outcome explained 61% of the satisfaction with the process.

To illustrate the influence of outcome on satisfaction with the process we built a model¹ to predict satisfaction with the process based on different levels of satisfaction with the outcome (while holding all other ratings as they currently are):

- If 100% of participants had been satisfied with the outcome, then overall satisfaction with the process would have been 64%.
- If 0% of participants had been satisfied with the outcome, then overall satisfaction with the process would have been 13%.

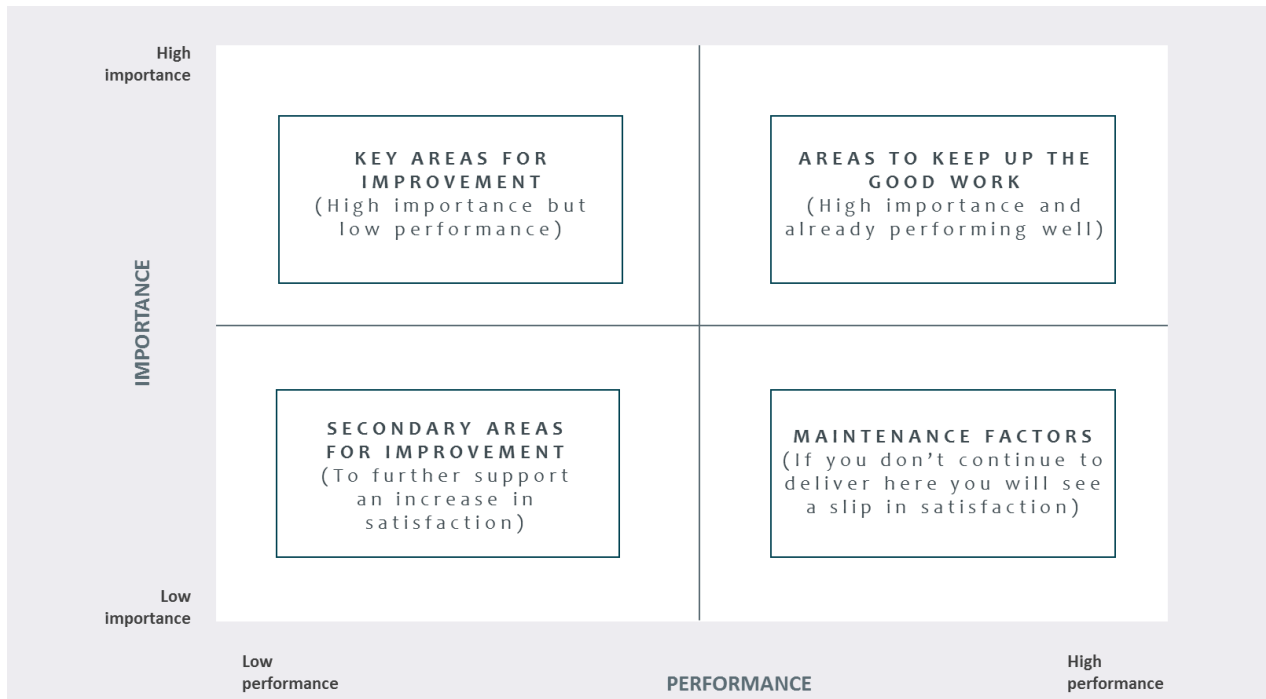
The relatively moderate upper boundary on overall satisfaction with the process (64%, if 100% satisfaction with the outcome is achieved), suggests that even with the ideal outcome, there are areas of the process that need to be improved to achieve a very high satisfaction score.

¹ The model was created using a binary logistic regression using overall satisfaction with the process as the dependent variable, and the following variables as the covariates: satisfaction with the outcome ('overall, the decisions made were fair'), contact was professional, the reasons for the outcome were fully explained to you, you felt the Privacy Commission took your individual circumstances into account, the Commission were focused on resolving the complaint, and the length of time it took to receive a decision was reasonable.

Drivers of satisfaction and priorities for improvement

This section examines the relative influence each aspect of the complaints process has on participants' overall satisfaction with the process, to determine how important each aspect is. The importance of each aspect is then compared to how well the Office of the Privacy Commissioner is currently performing² on each aspect. This analysis identifies the aspects which are relatively low performing but highly important to participants, to pinpoint the key areas for the Office of the Privacy Commissioner to focus on for improvement.

The diagram below provides a visual summary of how the importance and performance results are presented to identify areas for improvement.

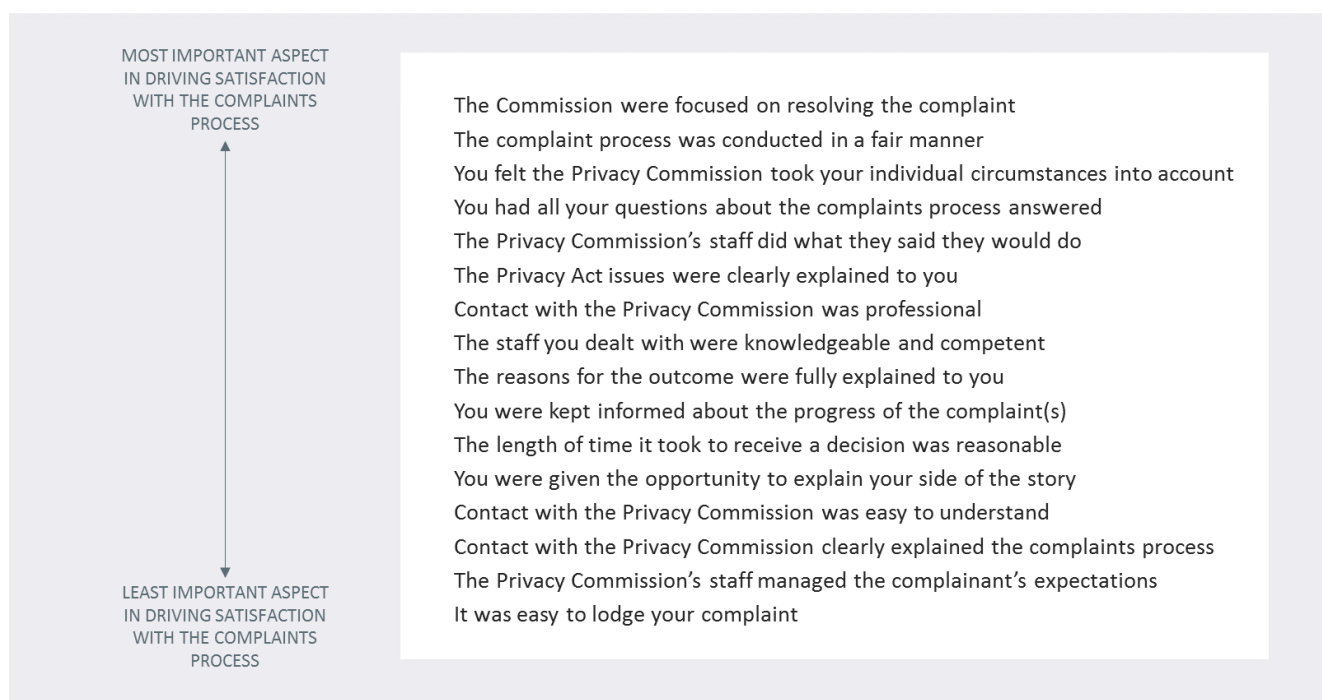


² More detailed results on the performance of each aspect of the complaints process are included in the 'Experience with and perceptions of specific aspects of the complaints process' section of the report. The 'Performance' ratings used in the Performance/Importance analysis are the % that agree with the statement (excluding don't know and not applicable responses).

Drivers of satisfaction

The relative importance of each aspect of the complaints process was determined statistically rather than through asking participants directly³. The importance index was calculated at the analysis stage using a combination of statistical techniques – namely correlation and regression analysis. When calculating the relative importance of each service attribute in driving overall satisfaction with the complaints process, we have used a partial correlation procedure to ‘statistically control’ for participants’ views on the outcome of the complaint they were involved in. The importance of each attribute therefore reflects its importance irrespective of the complaint outcome.

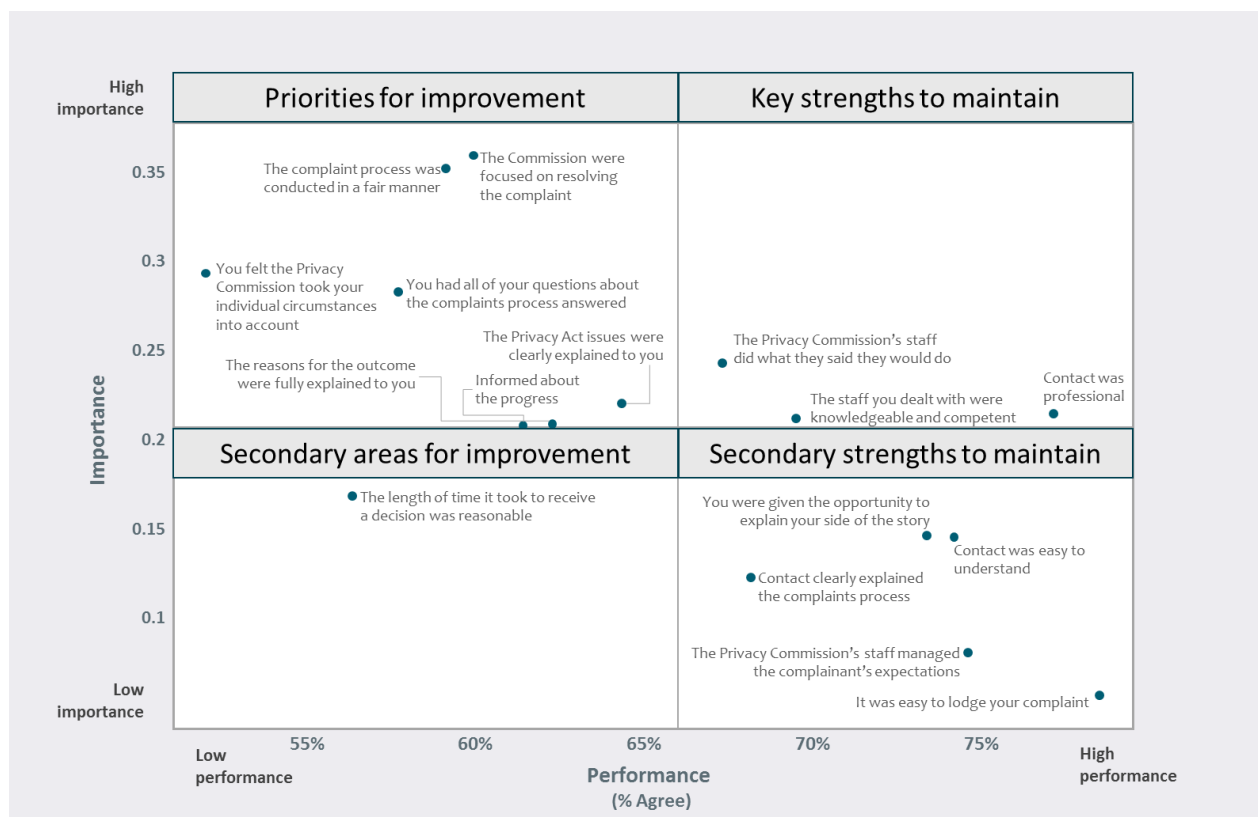
The resulting order of importance for each aspect of the complaints process that we measured is presented in the diagram below.



³ Importance is derived rather than measured explicitly in the questionnaire. The reason for this is that people tend to say ‘everything is important’. Even when people are prepared to differentiate attributes in terms of ‘importance’, they tend to rate rational attributes (e.g. time taken to complete the process) as being most important. In reality, we know (from the above type of analysis) that other more emotionally based attributes such as perceived fairness of the process can be stronger drivers of overall satisfaction. Furthermore, asking people to rate a series of attributes twice (once on performance and once on importance) can result in a very lengthy questionnaire, and lead to frustration and fatigue among those who have to complete it.

Priorities for improvement

The following chart plots how important each aspect of the complaints process is in driving satisfaction against how well the Office is currently performing in terms of each aspect. The position an aspect has on the chart shows what the Office's strengths are, and also what areas could improve.



The priorities for improvement are:

- 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 Act issues were clearly explained to you
- The reasons for the outcome were fully explained to you
- You were kept informed about the progress of the complaint(s)

As secondary priority for improvement is:

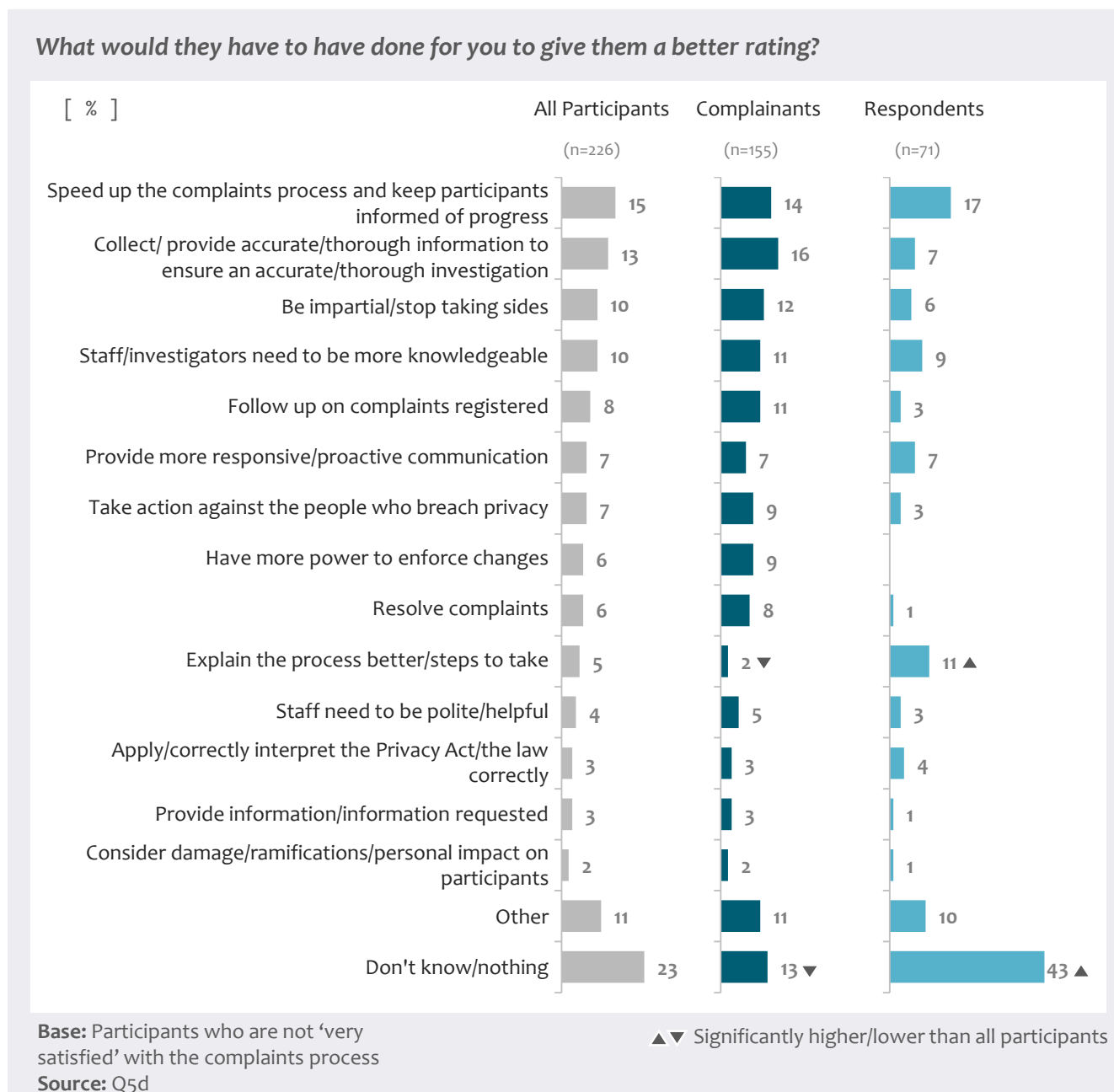
- The length of time it took to receive a decision was reasonable

Other suggestions for improvement

The results presented in the drivers of satisfaction and priorities for improvement section are based on advanced statistical techniques to derive the (perhaps unconscious) drivers of participants' satisfaction.

In addition to this, participants who aren't 'very satisfied' with how the Office of the Privacy Commissioner handled the complaint(s), were asked to explain in their own words, what the Office could have done to have been given a better satisfaction rating. This was an open-ended question, and the responses have been coded to determine the main themes.

Results are shown in the chart below.



A diverse range of responses were given, but the main suggestions for improvement are to speed up the complaints process and keep participants better informed of progress (15%), collect and provide more accurate and thorough information to ensure an accurate and thorough investigation (13%), be seen as more impartial (10%), and improve the knowledge levels of staff (10%). Complainants and respondents give similar suggestions.

Verbatim comments

To help illustrate each of the main suggestions for improvement a selection of verbatim comments are provided below.

Comments about speeding up the complaints process and keeping participants informed of progress

“1. Responded to me in the timeframe they set for themselves. 2. Kept me updated. I always had to chase them for updates. It would have been better if they had contacted me to let me know what was happening.” **Complainant**

“It seemed to take a long time between communications. I would respond within 24 hours of a request for information, then hear nothing for a month.” **Respondent**

“Acted more quickly. The evidence was destroyed after a period of time.” **Complainant**

“I had to follow up quite a bit to see how things were going with my complaint. At one stage they couldn't find my application and said that they were sorry it had been sitting on someone's desk and wasn't seen as urgent and was on a list of importance.” **Complainant**

“... Often the time it takes for the Commissioner's office to investigate needs to be sped up, and if it is going to take a long time then the person being investigated needs to be kept more informed about where the process is up too.” **Respondent**

“Had to chase up the complaint multiple times and only getting managers involved worked in terms of keeping the process ongoing.” **Complainant**

“I feel I should have been better informed why the process was taking so long.” **Complainant**

“Quicker follow-up and progress reporting would be helpful.” **Respondent**

“Faster resolutions, earlier indications whether our position was lawful, focus on what is correct in law, rather than what would resolve the complaint. The process is getting better - some of the more recent interactions we have had have been very focused, very responsive, and very useful.” **Respondent**

“Assigned the complaint in a timely manner and kept me informed. I should not have had to chase it.” **Complainant**

“... Communicate with me on where they were at. I felt I had to call them and ask... An example is, they would reply that they gave the other party so long to respond, but you would have to remind them that time was already exceeded.” **Complainant**

Many comments suggest that participants are not necessarily ‘blaming’ the Office or its staff for the lengthy process, they recognise that staff are doing the best they can to get through the cases.

“The length of time for a result was well outside the required period however this was due to the incompetence of the organisation the complaint was directed at, no reflection on the Privacy Commission.” **Complainant**

“The time to facilitate the response from the company I complained about was quite long but I am aware that the Privacy Commission is extremely busy so it was understandable.” **Complainant**

“The only thing in my opinion was if [the] complaint could have been processed, passed on to be reviewed sooner e.g. within the normal time frame first indicated. Unfortunately, due to a high workload it took quite a bit longer than expected before the complaint I made was able to be reviewed. However,

this was no fault on anyone's part as there is a limit to how many complaints investigators can handle and process at one time." **Complainant**

"Very professional and knowledgeable, however, overworked and therefore [the] process was a little slow." **Complainant**

"Time lag from lodging a complaint to investigation is too long I feel, in my case well over 6 months. This is too long I feel. However the investigation officer was great, very professional and fair." **Complainant**

Comments about collecting and providing accurate and thorough information to ensure an accurate and thorough investigation

"The Privacy Commissioner needs to have a focus on investigating complaints thoroughly, my view is that the OPC has a triage approach to complaints. Simply stating that an investigation is complete when a 'reasonable', in the view of the OPC, financial settlement is offered by the Agency is just not good enough. I still do not know how the situation behind my complaint arose or why the Agency in question subsequently behaved as they did." **Complainant**

"Investigate my complaint and take all reasonable steps to do so." **Complainant**

"Investigate the complaint professionally, thoroughly intelligently and competently. As it was it appeared to be done as an exercise with a predetermined outcome." **Complainant**

"The OPC failed to communicate with me at all between the time the complaint was referred to the agency, and the time it made its decisions. That meant that the OPC based its findings on inaccurate information provided by the agency, without bothering to check it with me first. Its process was a joke." **Complainant**

"To me, I did not feel that they have gone through the full extent of the law both foreign, international and domestic to be able to help resolve the sensitivity and gravity of the issue presented before them. To be given the final blow on a piece of paper (letter) that they can no longer help resolve the issue is just plain flat languid. Things could have been handled in a more genuine sense of conviction to help. I felt more both hopeless and helpless after the final delivery of their decision." **Complainant**

"Written correspondence stated that an email copy had been sent to the Privacy Officer. This, in fact, had not happened... Care needs to be taken with language in correspondence from the Office to ensure that the complainant's version of events is not being presented as the absolute truth." **Respondent**

"They would need to have investigated and questioned everyone that was involved and also people that could vouch for my honesty and integrity." **Complainant**

"The process was reasonable and the information as to how the process worked that was provided was helpful. However, the key issue remains for me is that ultimately the investigation was not in depth enough and once the agency made a settlement offer that the Office of the Privacy Commissioner thought was reasonable, the investigation ended." **Complainant**

"In the end, I can only trust that the company that I was complaining about did provide ALL the information that I was requesting..." **Complainant**

"I received the information that had been withheld from me, but was not given any feedback from the Privacy Commission about if any action was taken against, or warnings given too, the people who initially illegally withheld the information, to prevent them not working within the Privacy Act in the future." **Complainant**

"Better information in the closure letter. A complaint that is now going to the HRRT includes a very short closure letter that gives no explanation of how the OPC came to their decision. Not particularly helpful for parties involved in [the] future to understand the rationale for their finding." **Respondent**

Comments about being more impartial rather than taking sides

“At the very least stop protecting government departments and stop taking sides.” **Complainant**

“At times felt there was a definite tendency to favour the complainant in terms of information provided. Perhaps too much an advocate for the complainant than an impartial regulator.” **Respondent**

“It seems that the Privacy Commissioner is more interested in keeping agencies happy, than it is individuals, and seems to believe submissions by agencies over individuals, despite strong evidence to support allegations. This is what happens in corrupt nations, and I was very saddened by the view of the Privacy Office.” **Complainant**

“I felt that the investigating officer was taking my doctor’s word rather than listening to my concerns about their practise.” **Complainant**

“Treated me as fairly as the government agency.” **Complainant**

“... For the Privacy Commission to actually have its own view, and accept my points of view as being equal to those of the agency. It appears that the agency concerned, and the Privacy Commission, are simply rubbing each other's backs, and that the Privacy Commission is not that independent.” **Complainant**

“Understood the situation better and should have had a neutral view from the outset.” **Respondent**

“... The Privacy Commission couldn't decide what is lawful or not, but then sided with the department that it was lawful without explanation. On reflection, that was unfair.” **Complainant**

Comments about staff/investigators needing to be more knowledgeable

“To have actually known their own Act...” **Respondent**

“... Say what you need to do from the start in clear basic English. Do not pass people from editor to editor and get nowhere. If you are not experienced enough to deal with the complaint do not waste clients' time...” **Complainant**

“The person investigating my complaint came across as naive and unworldly not seeming to understand nor care enough about the implications of [the complaint], I had to prompt her to address my concerns about attachments to medical records ‘disappearing’ and I got the impression she didn't know enough about [the] nursing code of conduct to be able to make any recommendations [about] complaining to another agency.” **Complainant**

“The person dealing with the complaint didn’t have a good grasp of our process.” **Respondent**

“One element of [the] provisional finding rested on an assumption made by the Privacy Commissioner's investigator. The investigator should have tested the validity of the assumption before issuing the provisional finding. The final decision could have been issued more quickly if this had occurred.” **Respondent**

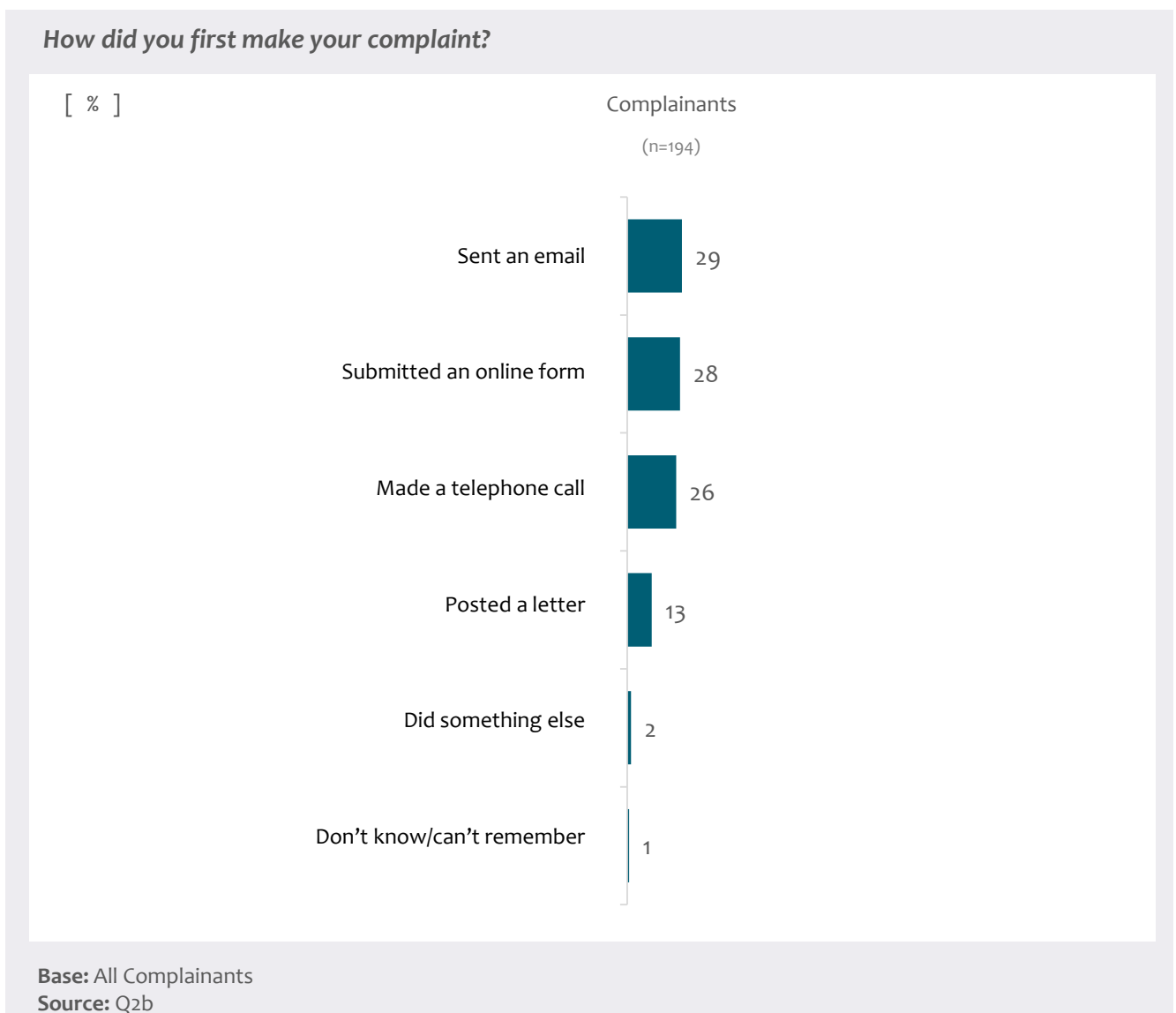
Experience with and perceptions of specific aspects of the complaints process

This section provides a more in depth look at participants' experiences with and views on various aspects of the complaints process. Topics covered include the ways in which complainants make their complaints and the perceived ease of doing so. It also covers participants' experience with finding information about the complaints process, and their perceptions of the contact they had with the Office of the Privacy Commissioner. In addition, all participants in the complaints process were also asked to think about the overall complaints process and to indicate whether they agree or disagree with a number of statements about it.

Method complainants use to make a complaint

Complainants were shown a list of methods that could be used to make a complaint, and were asked how they had first made theirs.

Results are shown in the chart below.



Online methods are most commonly used to make a complaint, with almost three in ten sending an email (29%), or submitting an online form (28%). Around one quarter make a telephone call (26%), and a little over one in ten post a letter (13%).

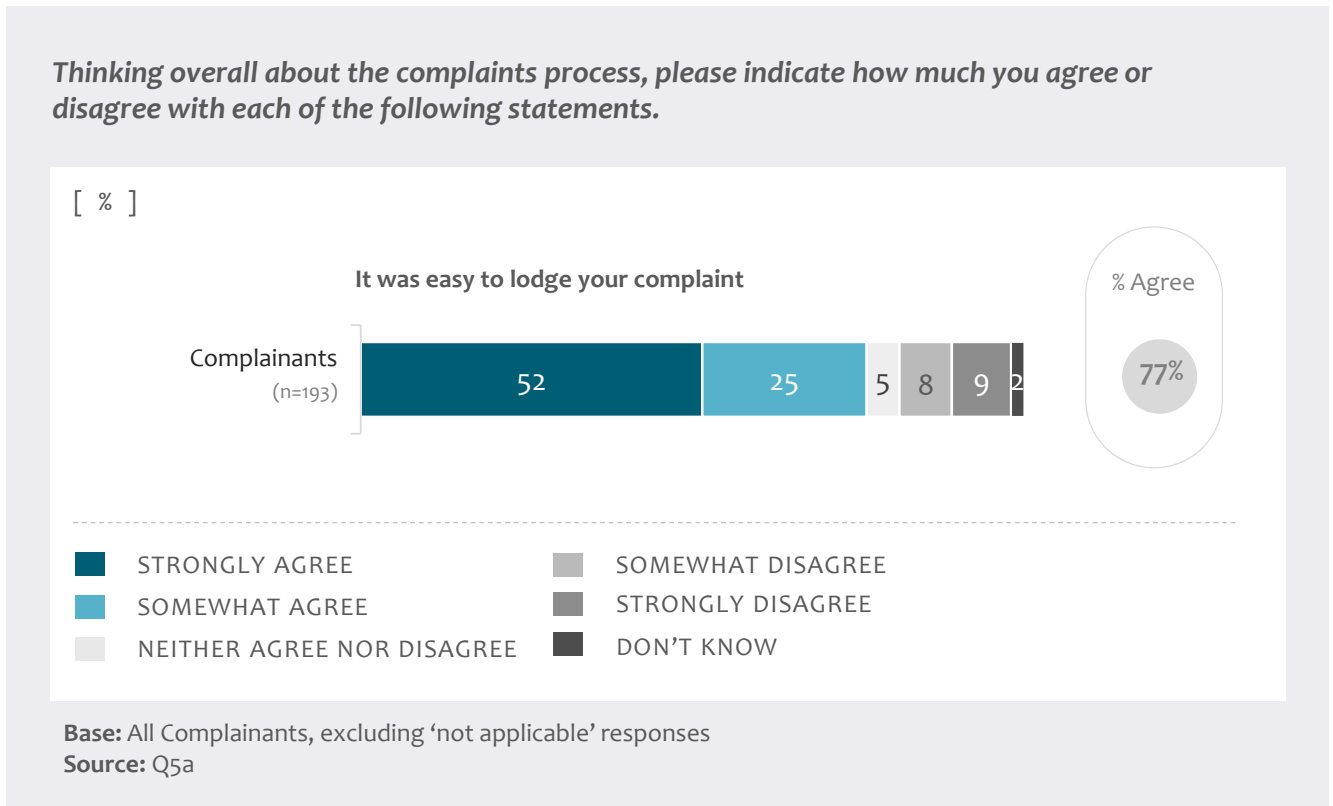
Further subgroup analysis

Well educated complainants are more likely than average to lodge a complaint using an online form (46% of those with a Bachelor's degree or equivalent qualification). Younger people aged 49 years or under are significantly more likely to submit an online form than those aged 50 years or over (37% and 24% respectively).

Ease of making a complaint

Complainants were asked if they agree or disagree that it was easy to lodge their complaint.

Results are illustrated in the chart below.



More than three quarters of complainants agree that it was easy to submit their complaint (77%).

Further subgroup analysis

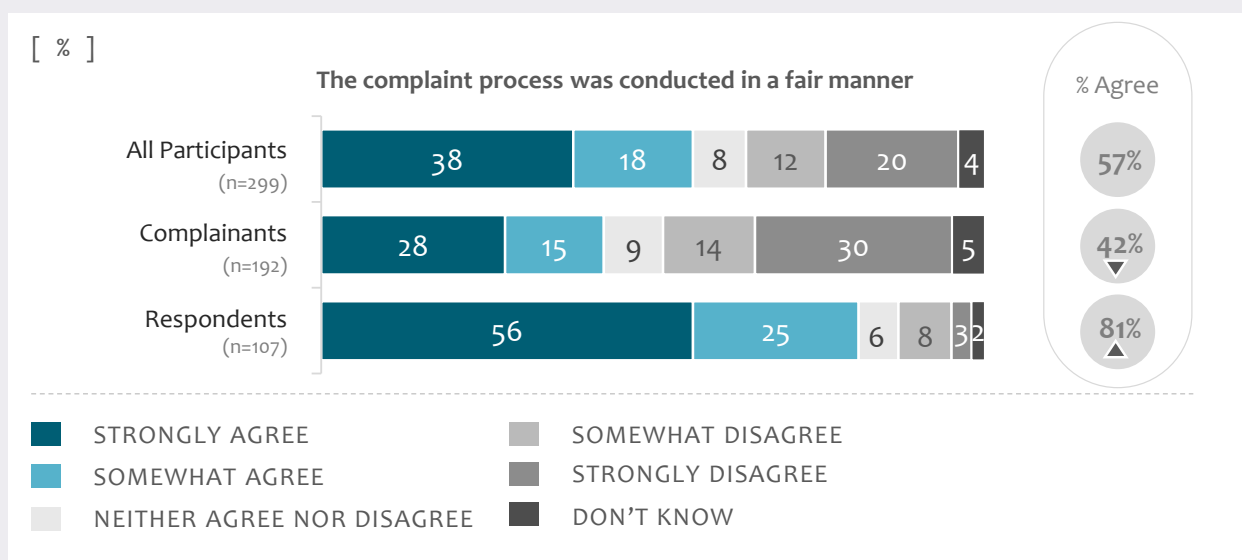
Those who made their complaint via the online form are significantly more likely than average to agree it was easy to lodge their complaint (88% vs. 77% of all complainants).

Perceived fairness of the process

All participants were asked if they agree or disagree the complaints process was conducted in a fair manner.

Results are displayed in the chart below.

Thinking overall about the complaints process, please indicate how much you agree or disagree with each of the following statements.



Base: All Participants, excluding 'not applicable' responses

Source: Q5a

▲ ▼ Significantly higher/lower % Agree than all participants

The process was considered fair by almost six in ten participants (57%). Complainants are significantly less likely than respondents to agree (42% and 81% respectively).

Further subgroup analysis

Complainants who lodge their complaint by telephone or by letter/email are significantly less likely than average to agree the complaints process was conducted in a fair manner (40% and 37% respectively, compared with 57% of all participants).

Verbatim comments

Below is a selection of verbatim comments participants made in relation to perceived inequity in the process.

"They expected me to respond by a certain date (which was too tight a timeframe) and when I called to discuss an extension the staff member who was dealing with the complaint wasn't even there to receive my response anyway because she was on holiday. I didn't appreciate being given a time frame that even they didn't expect to stick to." **Respondent**

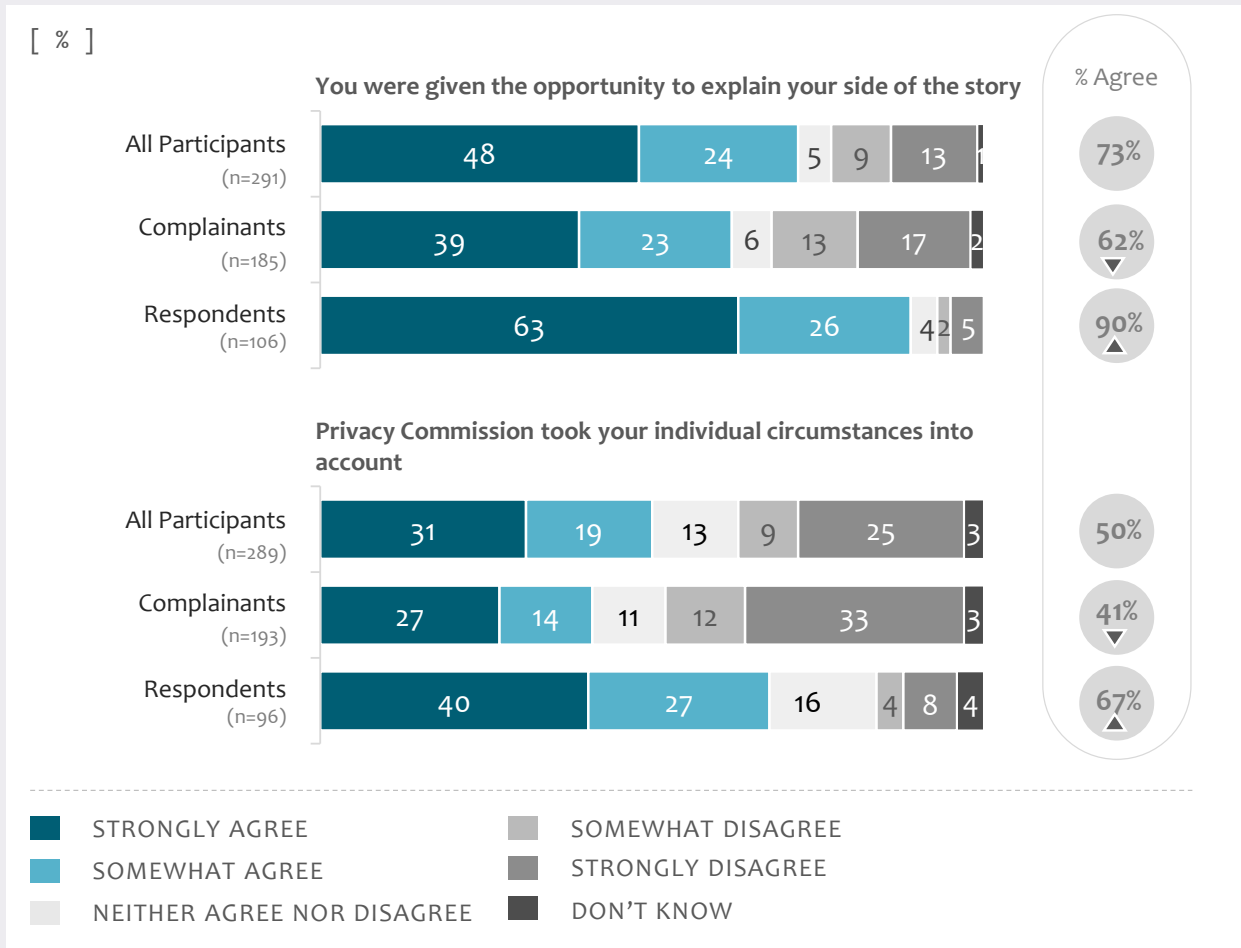
"I think that my inability to provide the exact information the Commissioner was looking for in the format they wanted affected the outcome of the decision, therefore the process is biased against first time complainants and very favourable to regular offenders!" **Complainant**

"Nothing they can do, they have to follow the law, which isn't fair to ordinary people." **Complainant**

Opportunity to share their story and whether individual circumstances were taken into account
 All participants were asked if they agree or disagree they were given the opportunity to explain their side of the story and whether they felt the Office took their individual circumstances into account.

Results are presented in the chart below.

Thinking overall about the complaints process, please indicate how much you agree or disagree with each of the following statements.



Base: All Participants, excluding 'not applicable' responses
Source: Q5a

▲ ▼ Significantly higher/lower % Agree than all participants

Over seven in ten participants agree they were given the opportunity to explain their side of things (73%). Complainants are significantly less likely than respondents to agree they had a chance to have their say (62% and 90% respectively).

Half of all participants feel the Office took their individual circumstances into account (50%). Complainants are significantly less likely than respondents to agree (41% and 67% respectively).

Further subgroup analysis

Respondents from the public sector are significantly more likely than average to agree they were allowed the chance to explain their side (98% vs. 73% of all participants), and that the Office took their individual circumstances into account (75% vs. 50% of all participants).

Complainants who submitted their complaint by letter or email are significantly less likely than average to feel their specific circumstances were considered (37% vs. 50% of all participants).

Verbatim comments

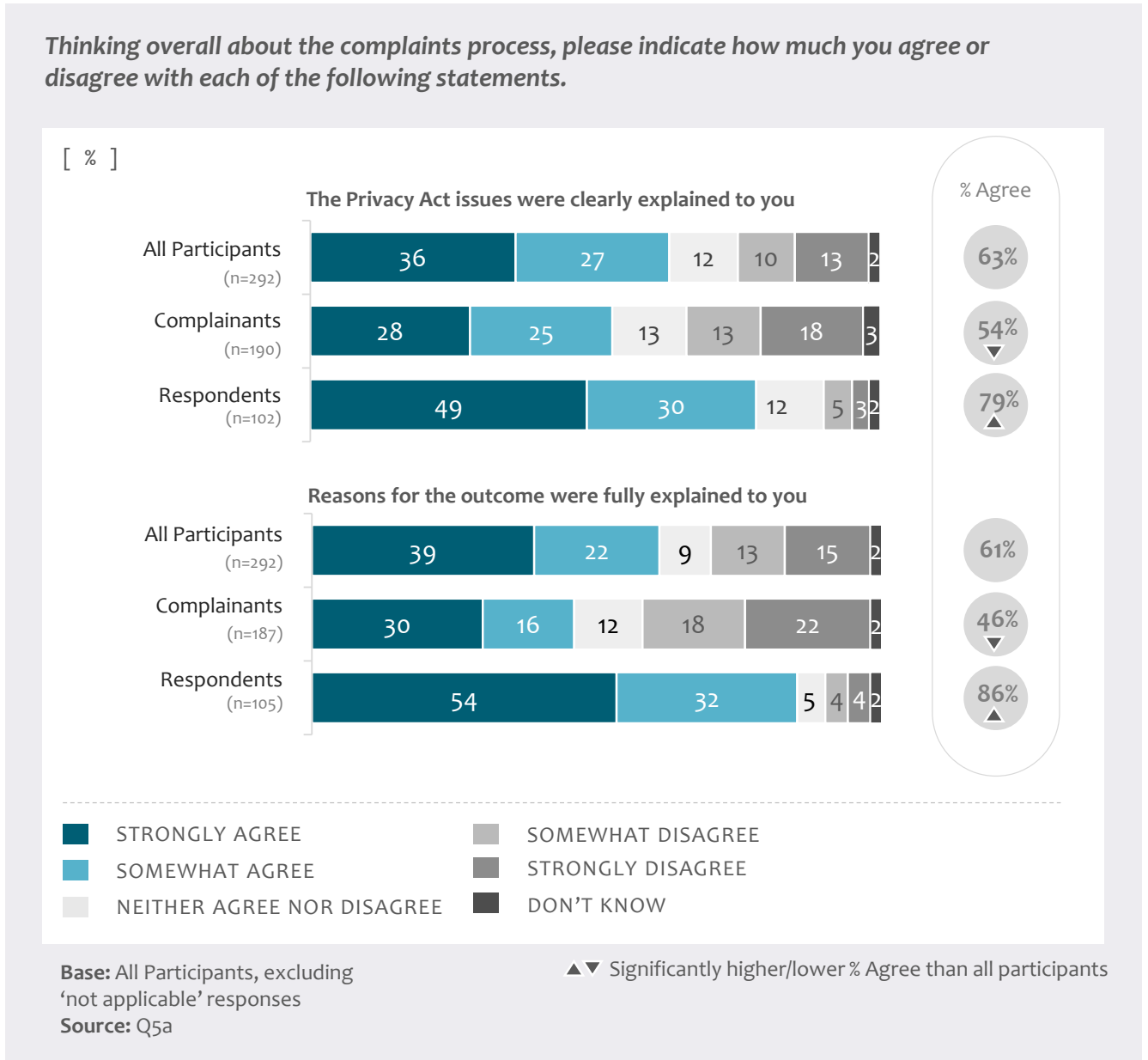
Comments made by participants suggest they do not always feel the Office ‘hears’ or ‘acknowledges’ how stressful participation in the process can be for them. Issues relating to breach of privacy can be extremely personal and sensitive, and a little more compassion could be shown towards participants.

- *“Understood the personal impact that I had to go through!”* **Complainant**
- *“The process works really well but often [respondents] feel under a huge amount of pressure while the investigation takes place even if they know they their actions were correct...”* **Respondent**
- *“... I found the process of completing the form very emotional having to relive the reason I was complaining...”* **Complainant**
- *“For my staff member involved who had the complaint laid against her, it was a very stressful process and there was little follow up or explanation for her to ease her mind. Once the resolution came through and she was exonerated, there was great relief. More could be done for the ‘victim’.”* **Respondent**
- *“... Letters formally informed of process or lack of process, but [were] impersonal and [there was] limited ability to respond...”* **Complainant**
- *“Listened and understood my complaint. Not relayed replies from a text book page.”* **Complainant**
- *“To be given the final blow on a piece of paper (letter) that they can no longer help resolve the issue is just plain flat languid.”* **Complainant**
- *“They could have made my complaint feel important, they could have not made me feel like a nuisance.”* **Complainant**
- *“... Understood the damage that the breach caused me...”* **Complainant**
- *“... believe my side of the story and have more understanding.”* **Respondent**

Clarity of communications from the Office of the Privacy Commissioner

All participants were asked if they agree or disagree the Privacy Act issues were clearly explained to them and if the reasons for the outcome were fully explained to them.

Results are illustrated in the chart below.



Around six in ten participants agree the Privacy Act issues were clearly explained to them (63%). Complainants are significantly less likely than respondents to agree (54% and 79% respectively).

About six in ten participants agree the reasons for the outcome were fully explained to them (61%). Complainants are significantly less likely than respondents to agree (46% and 86% respectively).

Further subgroup analysis

Public sector respondents are more likely than average to say the explanation of the applicable Privacy Act issues was clear (98% vs. 63% of all participants).

Less experienced participants are less likely to think the reasons for the outcome were completely explained to them (57% of those involved in one complaint during the past six months vs. 73% of those involved in multiple complaints during that time).

Complainants who lodge their complaint by phone or by letter/email are significantly less likely than average to feel they were given a complete explanation of the reasons for the outcome (43% and 45% respectively vs. 61% of all participants).

Verbatim comments

Below is a selection of comments made by participants which mention the quality and relative clarity of the correspondence received from the Office.

“Ensured they made contact with me rather than sending an obscure, poorly written, misleading email that was found in my trash mail some time much later.” **Complainant**

“The first letter was rather inconclusive but upon subsequent letters the outcome was/is very satisfactory. But feel only because of the letters we wrote, did they take this seriously.” **Complainant**

“Better explain what the next steps were going to be after my complaint was considered. I got a little confused because the explanation wasn't clear in the first instance.” **Complainant**

“Provide information, make things easier to understand, explain things to me instead of leaving me to find out in my own, etc.” **Complainant**

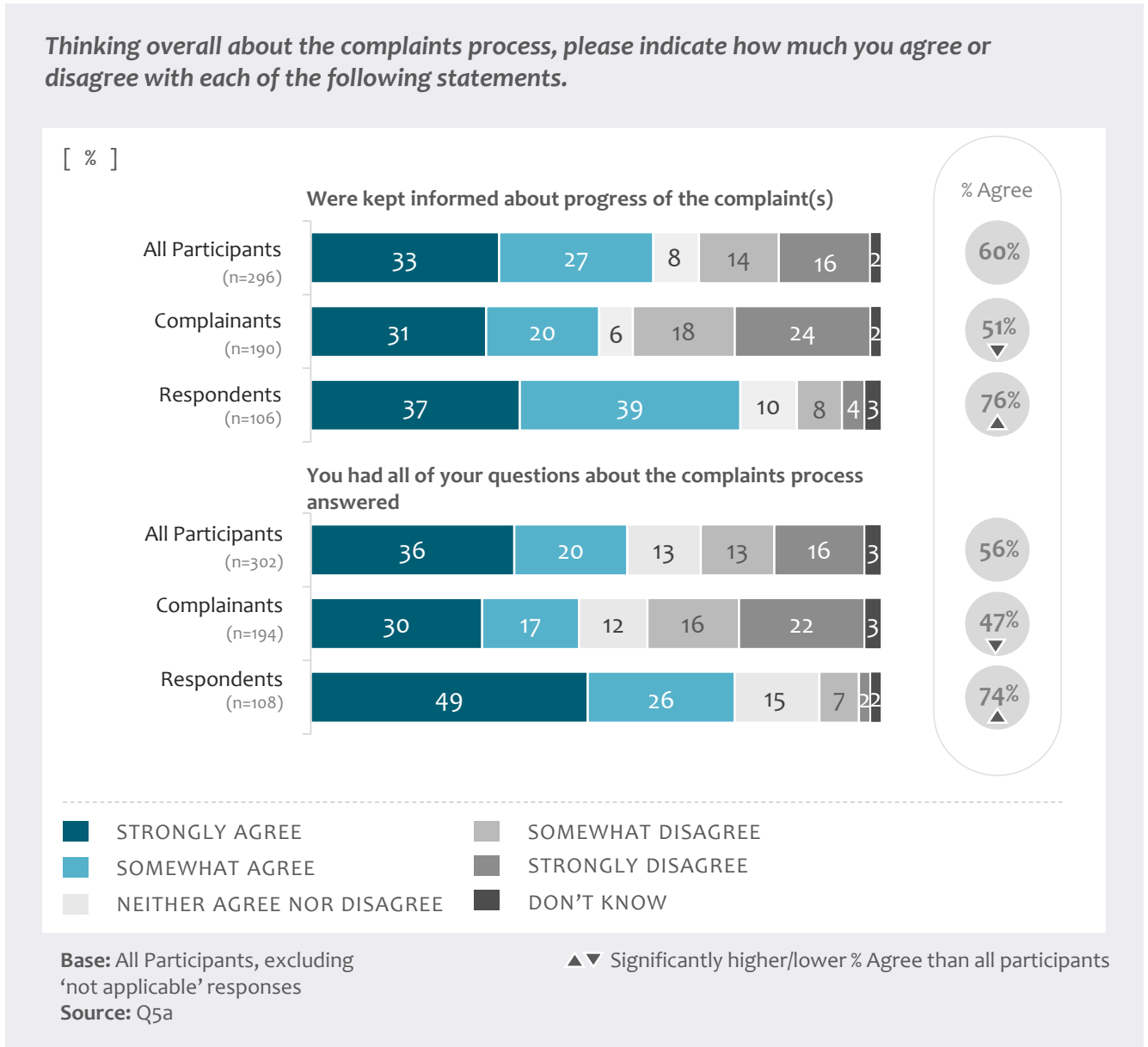
“The Office of the Privacy Commissioner could have provided more explanation of the reasons for their findings...” **Respondent**

“Explained more clearly why our concerns about our own privacy potentially being violated were not taken into consideration...” **Respondent**

How informed participants feel

All participants were asked if they agree or disagree they were kept informed about progress of the complaint(s), and if they had all their questions about the complaints process answered.

Result are displayed in the following chart.



Six in ten participants agree they were kept informed of progress in relation to the complaint(s) they were involved in (60%). Complainants are significantly less likely than respondents to agree (51% and 76% respectively).

Almost six in ten participants agree they had all their questions about the complaints process answered (56%). Complainants are significantly less likely than respondents to agree (47% and 74% respectively).

Further subgroup analysis

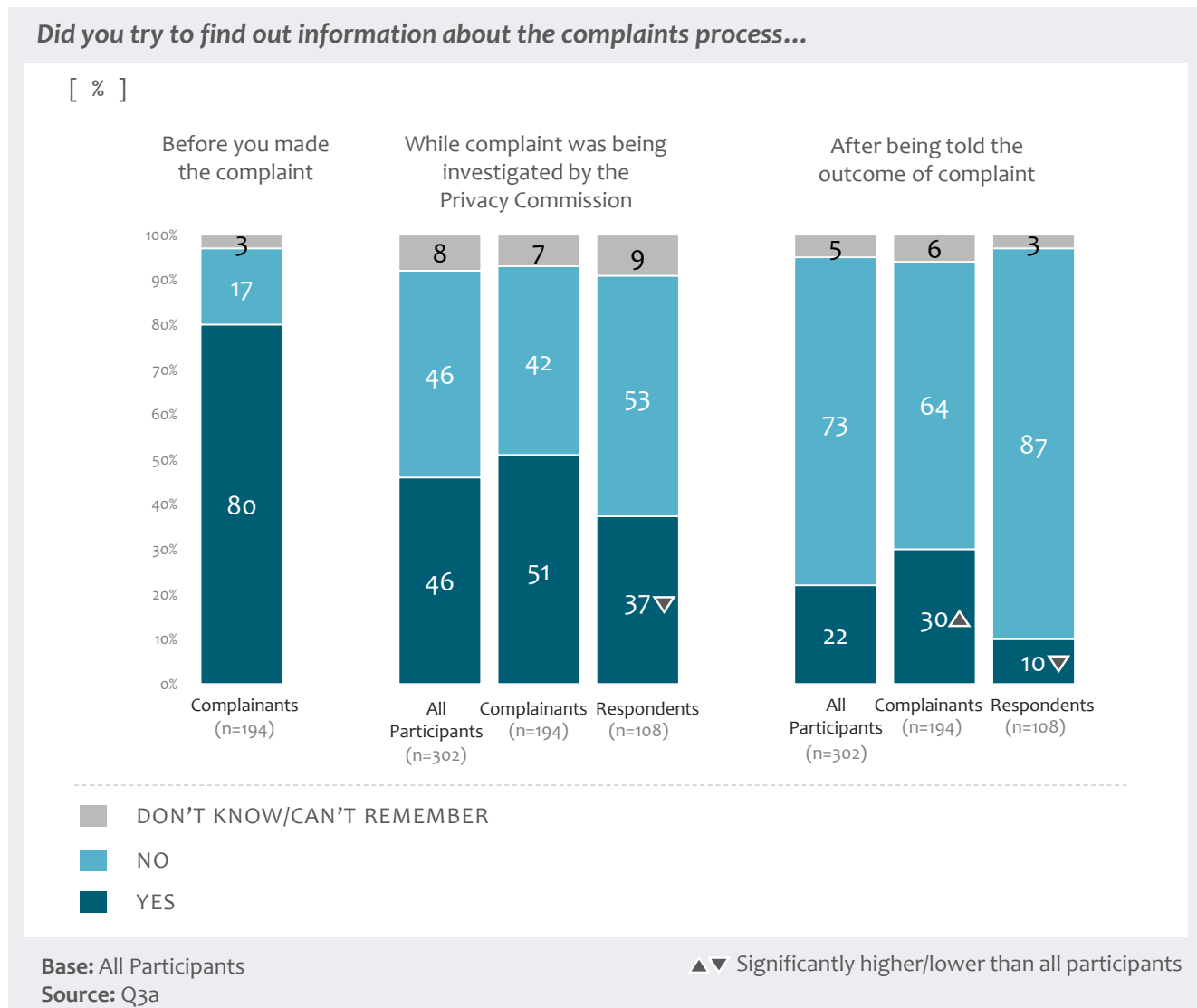
Complainants who submit their complaint by phone are less likely than average to agree they were kept informed of progress (42% vs. 60% of all participants).

Public sector respondents are significantly more likely than average to agree they were kept informed (82% vs. 60% of all participants), and that they had all their questions about the complaints process answered (77% vs. 56% of all participants).

Stages at which information is sought on the complaints process

All participants in the complaints process were asked whether or not they had tried to find out information about the complaints process during various stages.

Results are presented in the chart below.



Eight in ten complainants look for information before making a complaint (80%).

Almost half of all participants in the complaints process try to find information during the investigation by the Office (46%). Complainants are significantly more likely than respondents to look for information at this stage (51% and 37% respectively).

Around two in ten participants in the complaints process look for information about the process after the outcome of a complaint has been decided (22%). Complainants are significantly more likely than respondents to seek information at this stage (30% and 10% respectively).

The finding that complainants are more likely to seek process related information than respondents reflects the fact that respondents have relatively more recent experience and therefore familiarity with the process. They are significantly more likely than complainants to have been involved in the process four or more times during the past six months, whereas complainants are significantly more likely than respondents to have been involved just once (see table in Appendix B).

Further subgroup analysis

Complainants who submit their complaint via an online form are significantly more likely than average to seek out information beforehand (90%).

Complainants who make their complaint by telephone are significantly more likely than average to seek information about the complaints process during the investigation (74%).

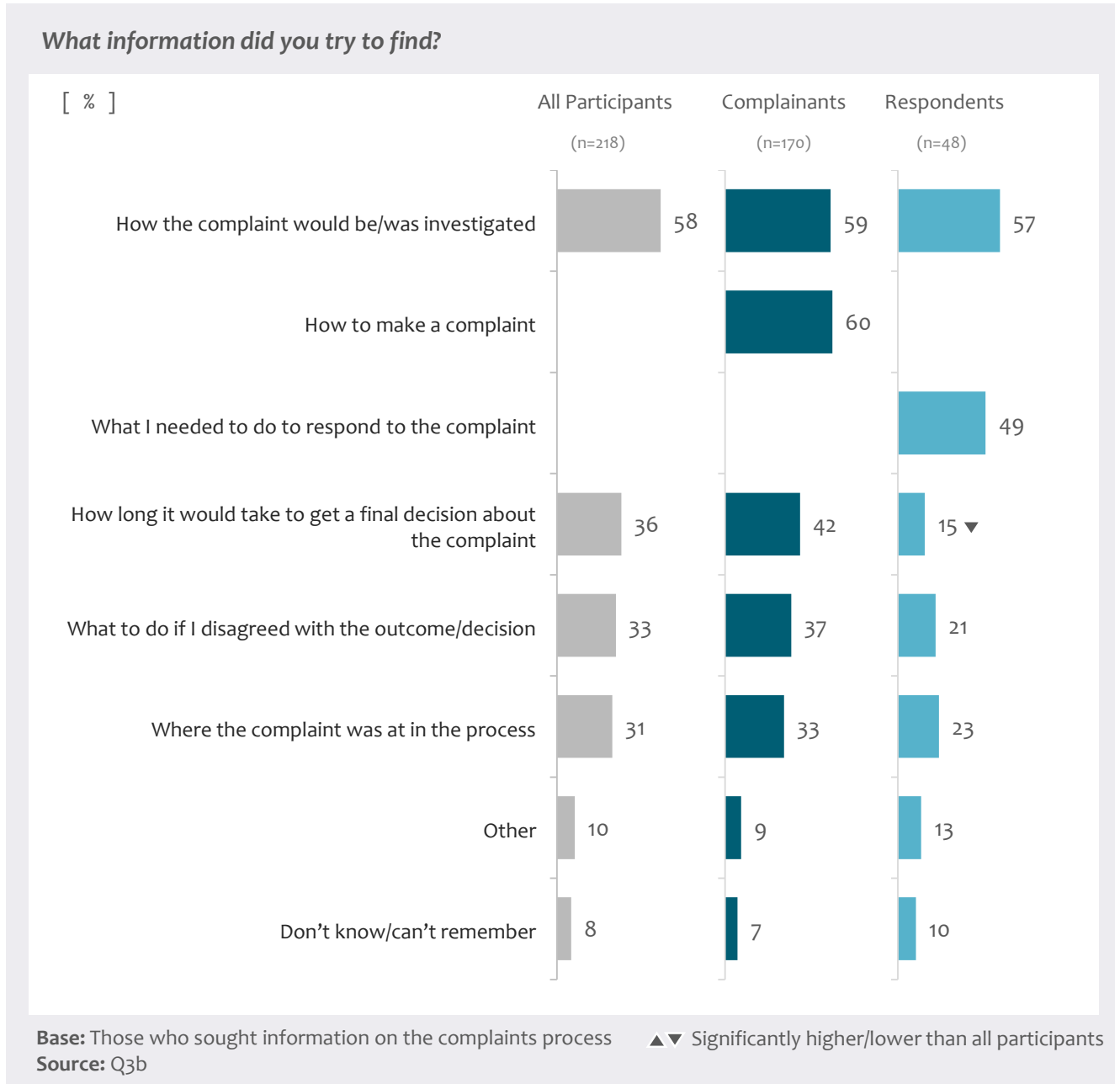
Complainants who make their complaint via telephone are also significantly more likely than average to look for information about the complaints process after the outcome is decided (43%).

The finding that complainants who submit their complaint by phone are particularly likely to seek information also relates to the fact that this group tends to be relatively less experienced with the process, as a significantly higher than average proportion have made just one complaint during the past six months (90%). This reinforces the need to provide further written information to this group, either by directing them to the website or disseminating hard copy information for them to refer to, as details provided by phone may not necessarily be remembered.

Types of information sought

Participants who sought information on the complaints process were shown a list of topics and asked what information they had tried to find.

Results are displayed in the chart below.

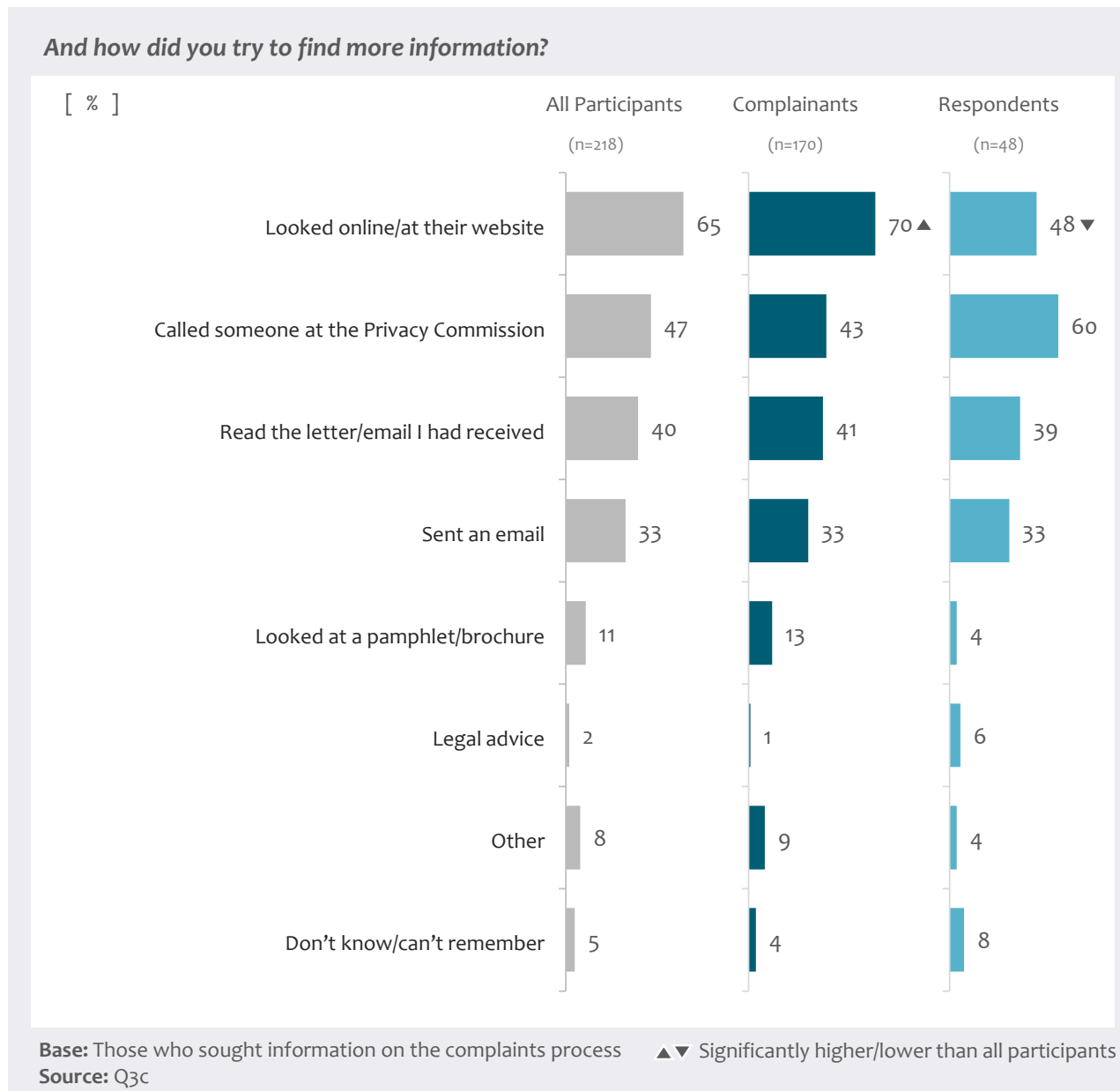


One of the most common things complainants look for is how to make a complaint (60%), and almost half of the respondents looking for information want to know what they need to do to respond to a complaint (49%). One of the main things all participants seeking information want to know, is how the complaint would be/was investigated (58%). Complainants are more likely than respondents to want to know how long it will take to get a final decision about the complaint (42% and 15% respectively).

How information is sought

Participants who had tried to find information on the complaints process were shown a list of methods they could have used to access it, and were asked how they had tried to find more information.

Results are shown in the chart below.



Around two thirds of all participants who seek information on the process look online and/or at the Office's website (65%), complainants are significantly more likely than respondents to do so (70% and 48% respectively).

Almost half of all participants that try to find information on the process, telephone someone at the Office (47%). Similar proportions of complainants and respondents phoned for further information (43% and 60% respectively).

Further subgroup analysis

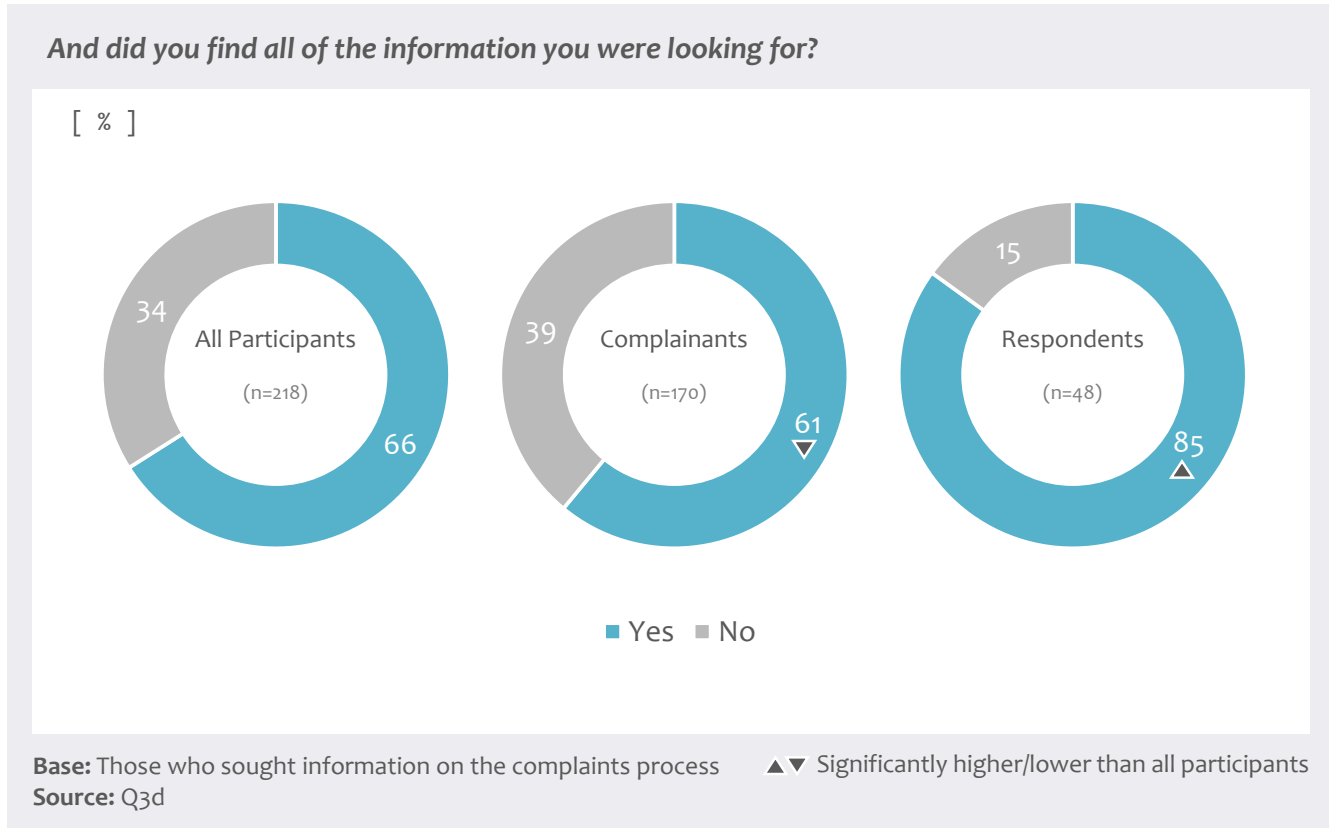
Complainants who submit their complaint via an online form are significantly more likely than average to look online and or at the Office's website for extra information (93%).

Complainants who make their complaint by phone are significantly more likely than average to call someone at the Office for further information (67%). Tertiary educated participants are significantly less likely than average to telephone the Office for extra information (34% of those with a Bachelor's degree or equivalent qualification).

Whether or not the information sought is found

Participants who had looked for information on the complaints process were asked if they had found all the information they were looking for.

Results are presented in the chart below.

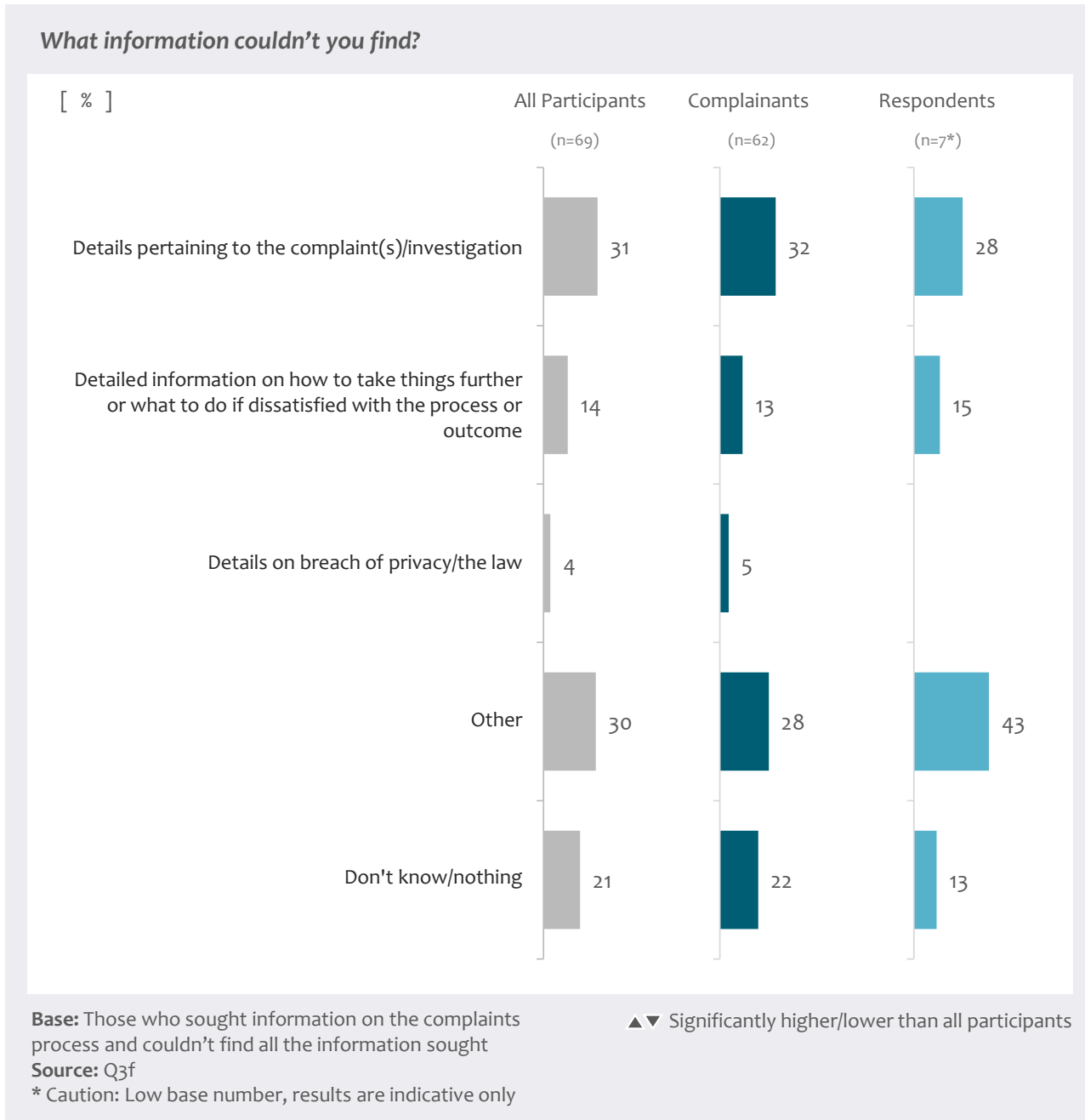


Two thirds of all participants that seek further information on the complaints process find everything they are looking for (66%). Complainants are significantly less likely than respondents to find all the information they seek (61% and 85% respectively).

Information participants seek but cannot find

Those who had not found all the complaints process information they were searching for were asked what information they could not find. This was an open-ended question and responses to it have been coded to determine the main themes.

Results are displayed in the chart below.



Overall, a wide range of responses were given, but the main thing participants fail to find are details pertaining to the complaint or investigation (31%), followed by detailed information on how to take things further or what to do if they are dissatisfied with the process or outcome (14%).

Verbatim comments

To help illustrate each of the main topics that participants failed to find information on, a selection of verbatim comments are provided below.

Comments on wanting more details pertaining to the complaint(s)/investigation

- “Any information on the final outcome of the decision made by Privacy Commission staff.” **Complainant**
- “I couldn't find who to talk to about how my complaint had been dealt with by the Privacy Commissioner's representative (not the outcome).” **Complainant**
- “How the complaint was investigated, and if the Privacy Commission spoke to [the respondent].” **Complainant**
- “Enough detail about the status of my complaint, and what is happening specific to my complaint. What is on the website/letters is so generic...” **Complainant**
- “... clear written information about what and all of any breaches that were to be investigated.” **Respondent**
- “... I just remember not being able to find out everything that was happening with the investigation, and being frustrated by how long it took...” **Complainant**

Comments on wanting to know how to take things further or what to do if dissatisfied with the process or outcome

- “I didn't find hardly any information I was seeking. Of particular note would be how to address the inequities and lack of proper investigation by the Office of the Privacy Commissioner”. **Complainant**
- “I am unable to find out what to do if I am fully dissatisfied with the final decision of the Privacy Commission.” **Complainant**
- “How to complain about the Privacy Commissioner.” **Complainant**
- “What your rights are if you are unhappy with the decision. I complained to The Commissioner I was unhappy with the decision. The decision made the Privacy Act pathetic. The Commissioner said this was the end of the matter and to [not] contact him again. So what do you do if you feel the decision is incorrect? The decision was concerning for all New Zealanders...” **Complainant**

Comments on wanting details on breach of privacy/the law

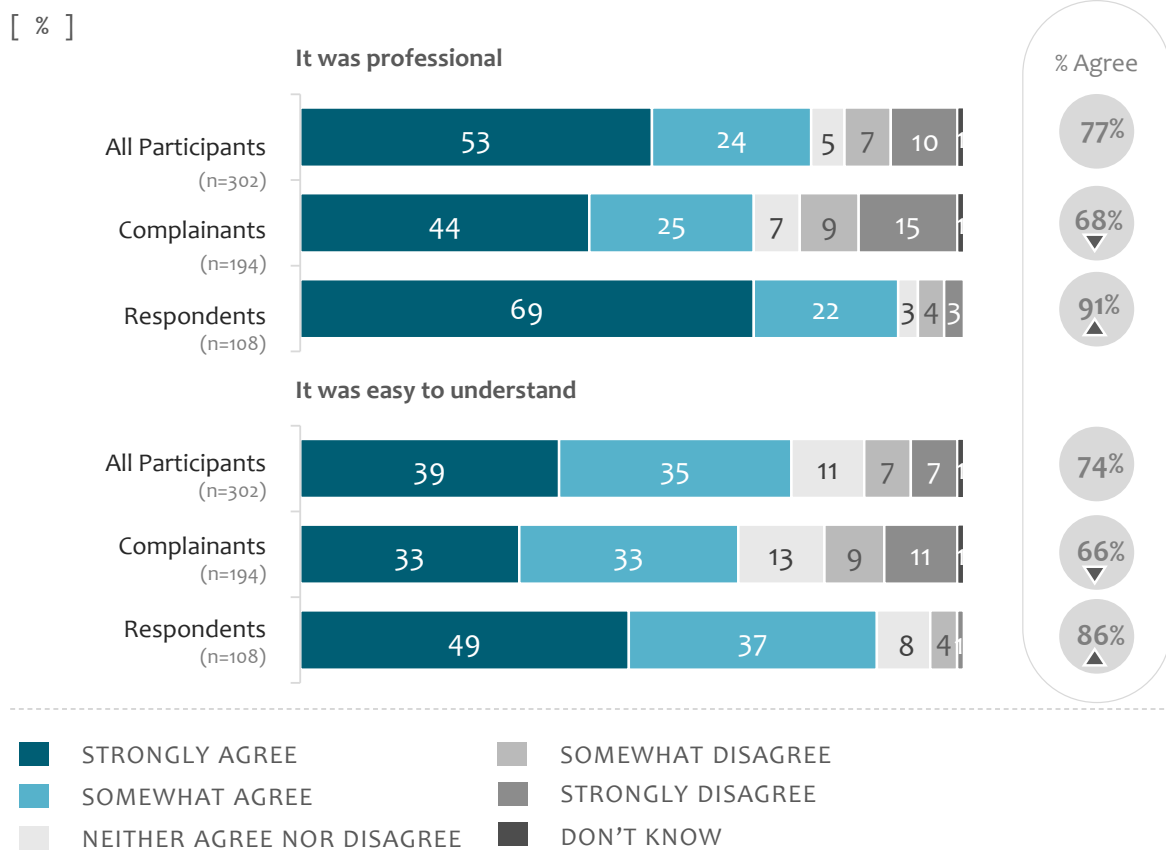
- “Why the current law does not penalise the actual person who breached my privacy, and only educated the offender, and yet the Commission did find the offender did breach my privacy purposefully and meant to.” **Complainant**
- “Applicability of NZ laws to foreign organisations trading here.” **Complainant**

Perceptions of contact with the Office of the Privacy Commissioner

All participants were asked to think about the contact they had with the Office of the Privacy Commissioner, this contact may have been by email, letter, phone, or in some other way. Participants who had been involved in three or less complaints during the past six months were asked to think about contact relating to the most recent complaint, whereas respondents who had been involved in four or more complaints during this period were asked to think of all contact they had over the last six months. Participants were then asked to indicate whether they agree or disagree with three statements about that contact.

Results are presented in the charts below, and on the following page.

Please think about all of the contact you had with the Office of the Privacy Commissioner about complaints over the last 6 months/about the complaint. This contact may have been by email, letter, phone, or in some other way. Please indicate how much you agree or disagree with each of the following statements.



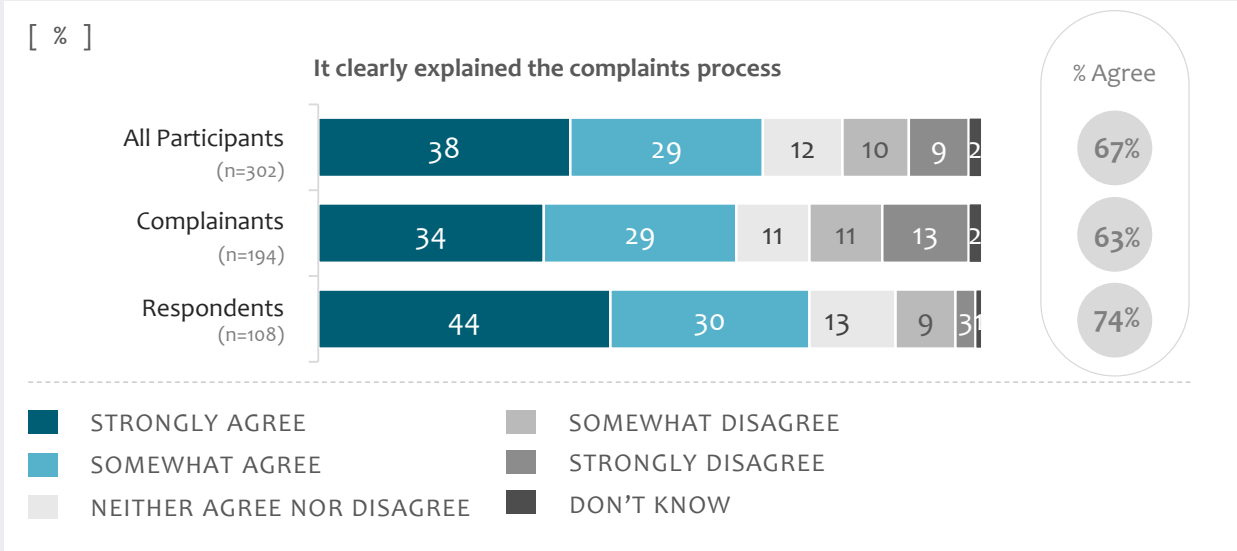
Base: All Participants
Source: Q4a

▲ ▼ Significantly higher/lower % Agree than all participants

Over three quarters of participants agree that the contact with the Office of the Privacy Commissioner was professional (77%). While the majority of complainants agree with this statement, they are significantly less likely to than respondents (68% and 91% respectively).

Almost three quarters of participants agree that the contact with the Office of the Privacy Commissioner was easy to understand (74%). The majority of complainants agree, but they are significantly less likely to than respondents (66% and 86% respectively).

Please think about all of the contact you had with the Office of the Privacy Commissioner about complaints over the last 6 months/about the complaint. This contact may have been by email, letter, phone, or in some other way. Please indicate how much you agree or disagree with each of the following statements.



Base: All Participants
 Source: Q4a

Nearly seven in ten participants agree that the contact they had with the Office of the Privacy Commissioner clearly explained the complaints process (67%). A similar proportion of complainants and respondents agree with this statement (63% and 74% respectively).

Further subgroup analysis

Complainants who submit their complaint in writing (by posting a letter or sending an email) are significantly more likely than average to disagree that the contact they had with the Office of the Privacy Commissioner was professional (28% vs. 17% of all participants).

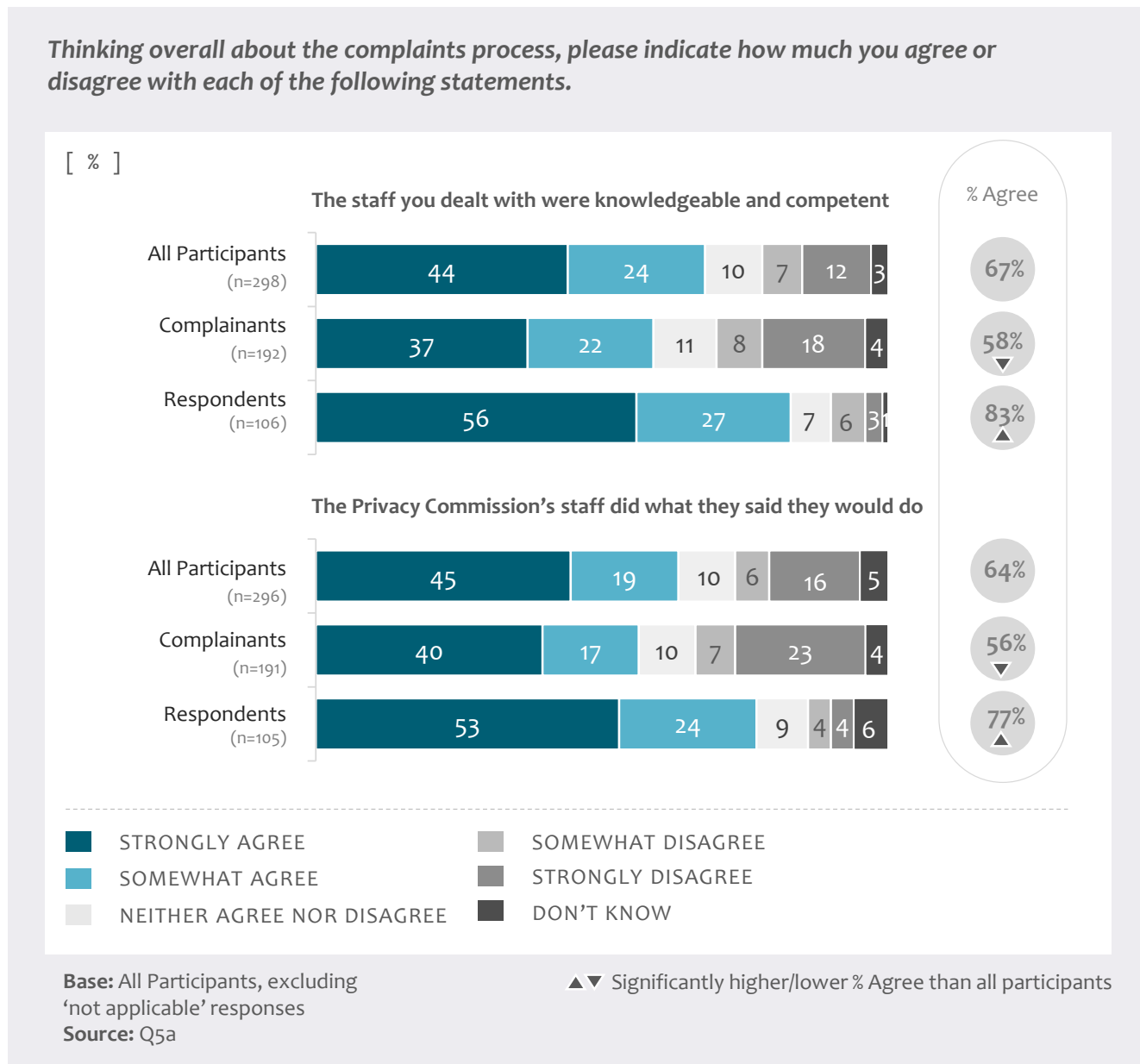
While the majority of complainants who made their complaint in a letter or email agree that the contact they had with the Office of the Privacy Commissioner was easy to understand, this group is significantly less likely than average to agree with this statement (60% vs. 74% of all participants).

Furthermore, the majority of younger people aged 49 years or under agree the contact they had was easy to understand, but they are significantly less likely than those aged 50 years or over to agree (69% and 81% respectively).

Other perceptions of the Office of the Privacy Commissioner’s staff

All participants were asked if they agree or disagree the Office’s staff they dealt with were knowledgeable and competent and did what they said they would.

The following chart displays the results.



The majority of participants (67%) agree that staff they interacted with were knowledgeable and competent (67%). Complainants are significantly less likely than respondents to agree (58% and 83% respectively).

Almost two-thirds of participants agree the Office’s staff did what they said they would (64%). Complainants are significantly less likely than respondents to agree (56% and 77% respectively).

Further subgroup analysis

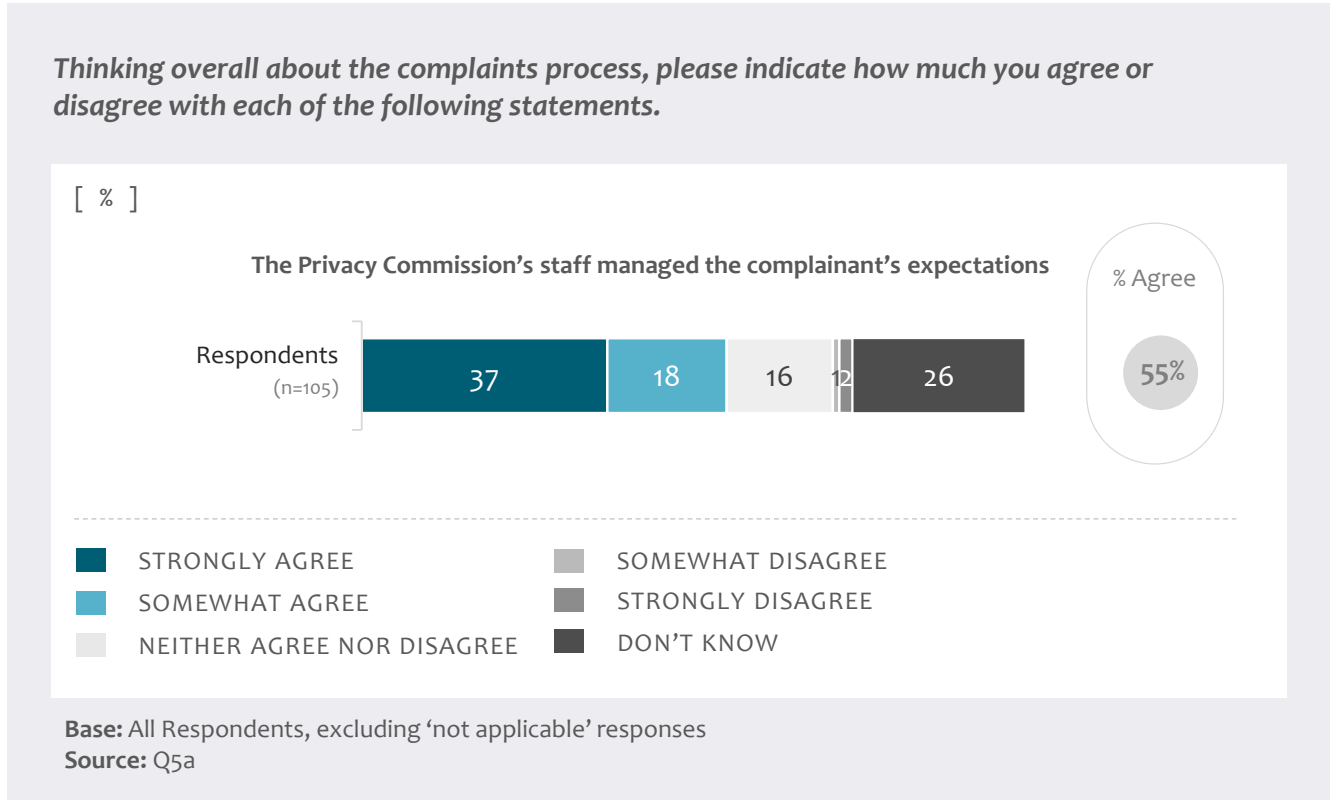
Complainants who submitted their complaint via letter or email are significantly less likely than average to consider the staff they dealt with to be knowledgeable and competent (54% vs. 67% of all participants).

Whereas public sector respondents are significantly more likely than average to agree that staff they had contact with are knowledgeable and competent (54% vs. 67% of all participants) and that staff kept their word and undertook the actions they said they would (82% vs. 64% of all participants).

Whether the Office of the Privacy Commissioner’s staff managed the complainant’s expectations

Respondents were asked to indicate whether they agree or disagree that the Office’s staff managed the complainant’s expectations.

Results are presented in the chart below.

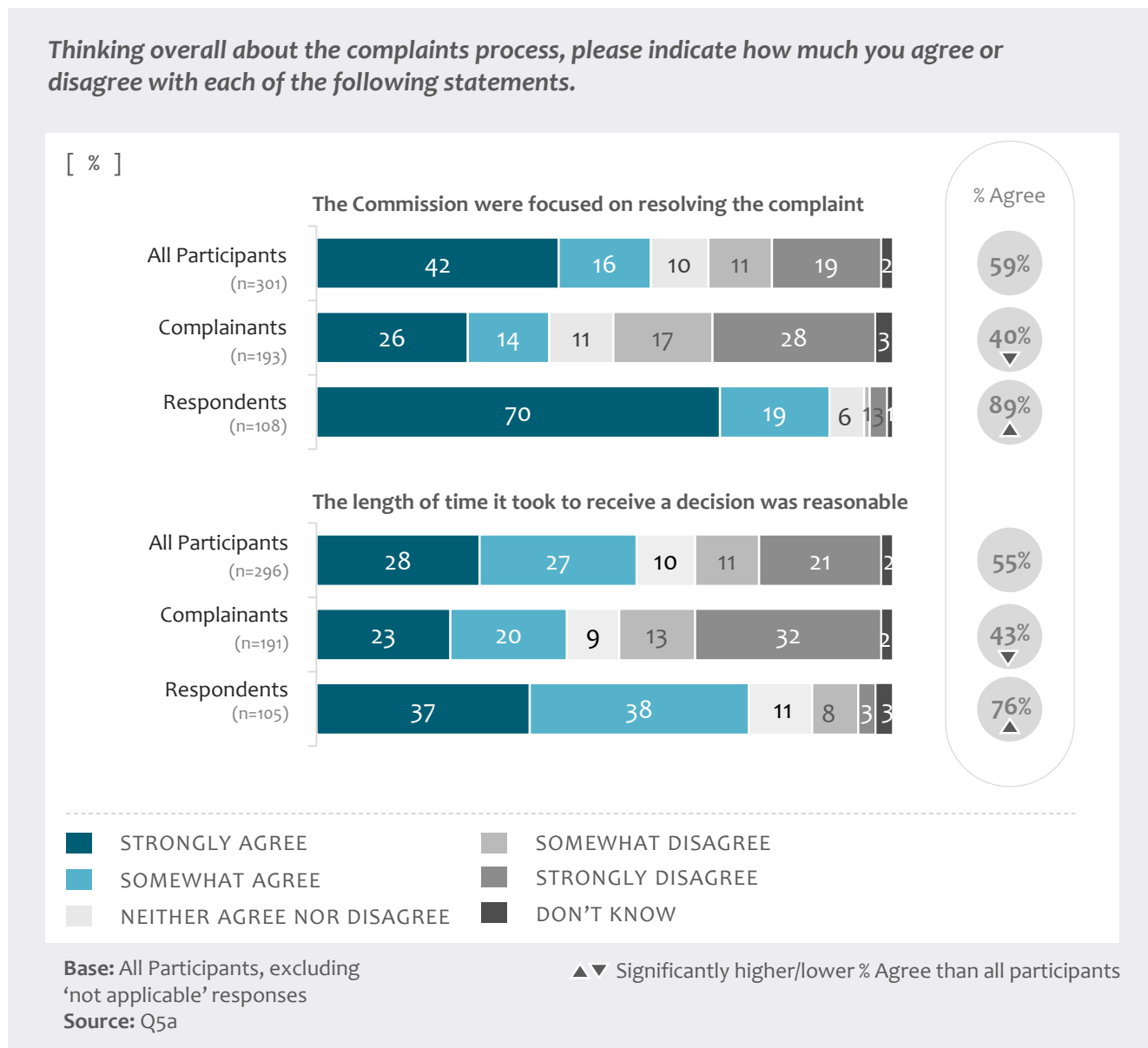


Over half of all respondents agree staff managed the complainant’s expectations (55%). Around one quarter did not know whether they had or not (26%).

Perceived timeliness of the process

All participants were asked if they agree or disagree the Office were focused on resolving the complaint and if the length of time it took to receive a decision was reasonable.

Results are shown in the chart below.



Almost six in ten participants agree the Office were focused on resolving the complaint (59%). Complainants are significantly less likely than respondents to agree (40% and 89% respectively).

More than half of all participants agree the length of time taken to receive a decision was reasonable (55%). Complainants are significantly less likely than respondents to agree (43% and 76% respectively).

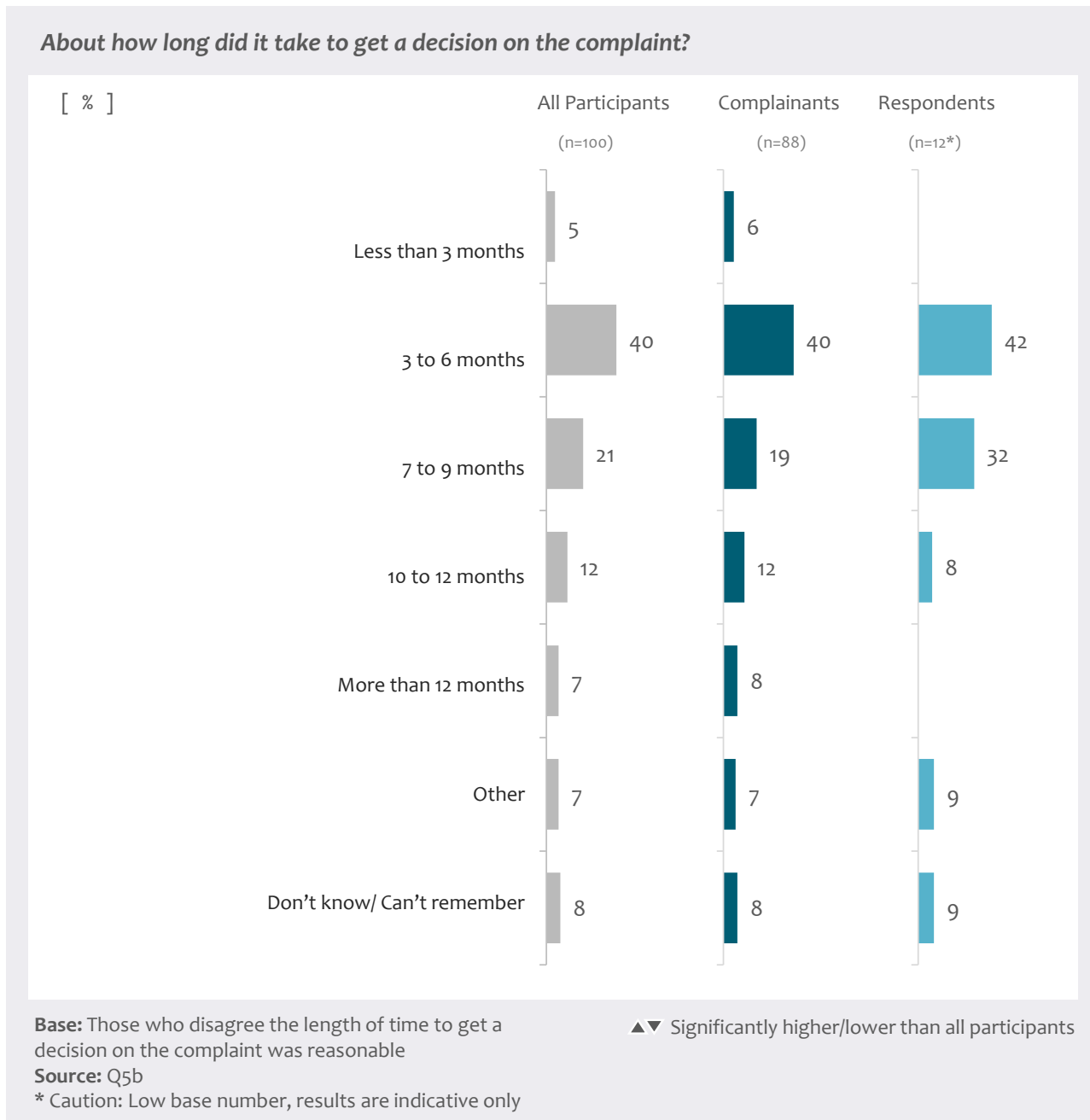
Further subgroup analysis

Complainants who lodged their complaint by phone or by letter/email are significantly less likely than average to feel the Office was focused on resolving the complaint (35% respectively vs. 59% of all participants).

Complainants who submitted their complaint via letter/email are also less likely than average to consider the time taken to receive a decision was reasonable (42% vs. 55% of all participants).

The Office of the Privacy Commissioner aim to resolve cases within 6 months. Participants who disagree that the length of time it took to receive a decision was reasonable were asked how long it took to get a decision on their complaint.

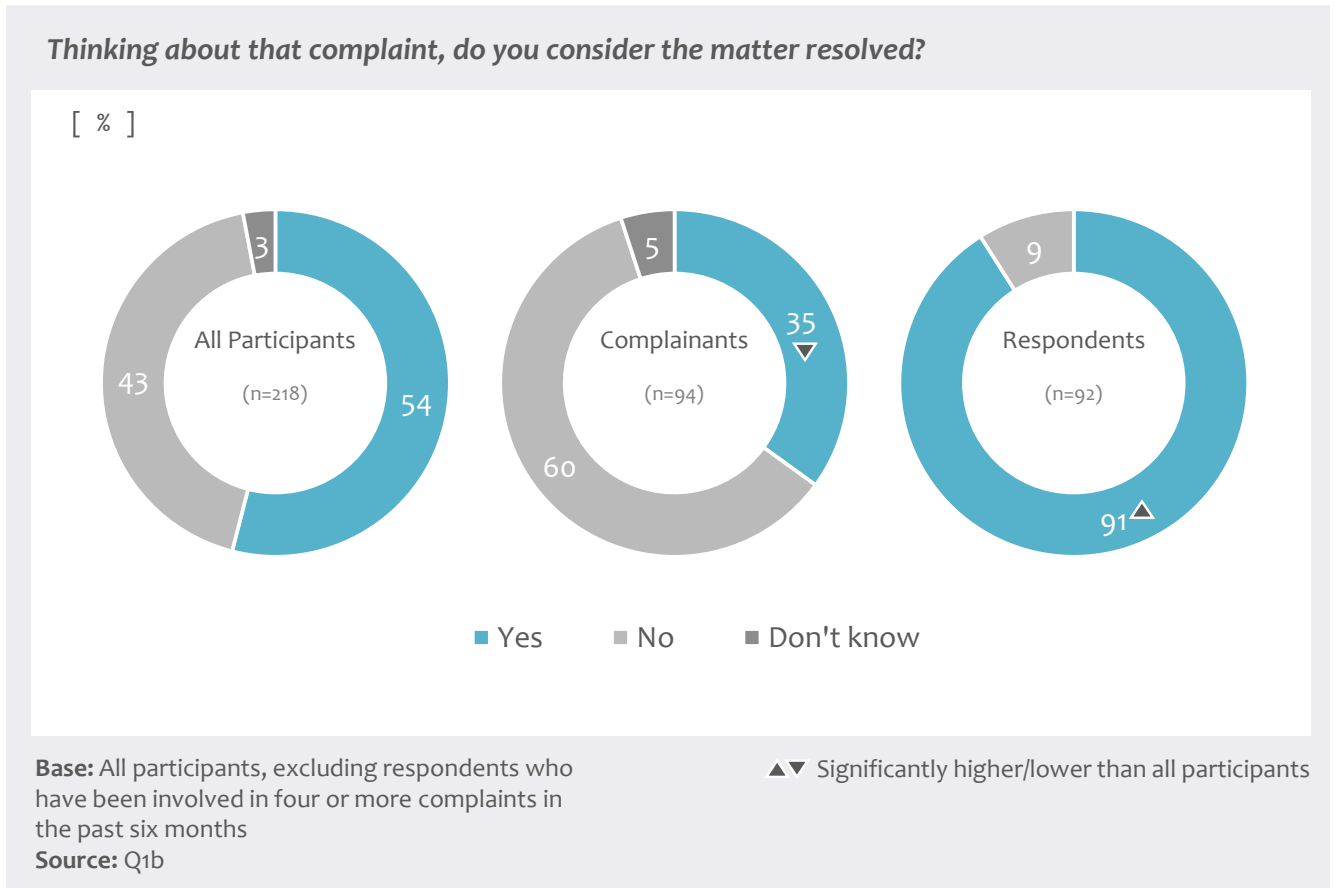
Their results are presented in the chart below.



Less than half of those who do not feel the time taken to receive a decision was reasonable say they got a decision within 6 months (45%), four in ten say it took longer than six months (40%). Despite all participants being involved in complaints that are resolved, most of those specifying some other timeframe consider the complaint to be unresolved.

All participants (excluding respondents who have been involved in four or more complaints in the past six months), were asked to think about the complaint for which they most recently received notification of the final outcome and asked whether they consider the matter resolved.

Results are displayed in the chart below.



Around half of all participants consider the matter resolved (54%). Complainants are significantly less likely than respondents to feel the complaint was resolved (35% and 91% respectively).

Appendix A: Detailed sample profile

Method used to invite participants to take part in the survey

	All participants				Complainants				Respondents			
	Unweighted		Weighted		Unweighted		Weighted		Unweighted		Weighted	
	n=302	%	n=302	%	n=194	%	n=189	%	n=108	%	n=113	%
Invited via email (email address available)	206	68%	172	57%	172	89%	139	73%	34	31%	33	29%
Invited via posted letter (email address not available)	96	32%	130	43%	22	11%	50	27%	74	69%	80	71%

Base: All Participants

Source: List provided by the Office of the Privacy Commissioner

Are you?

	All participants				Complainants				Respondents			
	Unweighted		Weighted		Unweighted		Weighted		Unweighted		Weighted	
	n=302	%	n=302	%	n=194	%	n=189	%	n=108	%	n=113	%
Male	149	49%	150	50%	105	54%	104	55%	44	41%	46	41%
Female	153	51%	152	50%	89	46%	85	45%	64	59%	67	59%

Base: All Participants

Source: Q6b

In which region do you live?

	All participants				Complainants				Respondents			
	Unweighted		Weighted		Unweighted		Weighted		Unweighted		Weighted	
	n=302	%	n=302	%	n=194	%	n=189	%	n=108	%	n=113	%
Northland Region	11	4%	11	4%	8	4%	8	4%	3	3%	3	3%
Auckland Region	86	28%	81	27%	50	26%	43	23%	36	33%	38	33%
Waikato Region	20	7%	18	6%	14	7%	11	6%	6	6%	6	6%
Bay of Plenty Region	21	7%	23	8%	15	8%	17	9%	6	6%	6	6%
Gisborne Region	1	-	1	-	1	1%	1	-	-	-	-	-
Hawke's Bay Region	11	4%	10	3%	7	4%	6	3%	4	4%	4	4%
Taranaki Region	4	1%	3	1%	3	2%	2	1%	1	1%	1	1%
Manawatu- Whanganui Region	17	6%	19	6%	11	6%	13	7%	6	6%	6	5%
Wellington Region	67	22%	71	24%	34	18%	36	19%	33	31%	35	31%
Tasman Region	-	-	-	-	-	-	-	-	-	-	-	-
Nelson Region	3	1%	3	1%	1	1%	1	-	2	2%	2	2%
Marlborough Region	4	1%	3	1%	3	2%	2	1%	1	1%	1	1%
West Coast Region	2	1%	3	1%	2	1%	3	2%	-	-	-	-
Canterbury Region	36	12%	36	12%	29	15%	29	16%	7	6%	7	6%
Otago Region	10	3%	10	3%	7	4%	7	4%	3	3%	3	3%
Southland Region	3	1%	2	1%	3	2%	2	1%	-	-	-	-
Unsure	6	2%	6	2%	6	3%	6	3%	-	-	-	-

Base: All Participants

Source: Q6c

Which of these age groups are you in?

	All participants				Complainants				Respondents			
	Unweighted		Weighted		Unweighted		Weighted		Unweighted		Weighted	
	n=302	%	n=302	%	n=194	%	n=189	%	n=108	%	n=113	%
18 to 24 years	3	1%	4	1%	3	2%	4	2%	-	-	-	-
25 to 29 years	2	1%	2	1%	2	1%	2	1%	-	-	-	-
30 to 34 years	13	4%	12	4%	7	4%	6	3%	6	6%	6	6%
35 to 39 years	25	8%	23	8%	15	8%	12	6%	10	9%	11	9%
40 to 49 years	98	32%	94	31%	68	35%	62	33%	30	28%	31	28%
50 to 59 years	83	27%	85	28%	51	26%	52	27%	32	30%	33	30%
60 to 69 years	43	14%	41	14%	25	13%	23	12%	18	17%	18	16%
70+ years	17	6%	22	7%	14	7%	19	10%	3	3%	3	3%
Prefer not to answer	18	6%	20	7%	9	5%	10	5%	9	8%	10	9%

Base: All Participants

Source: Q6d

Which of these ethnic groups best describes you?

	All participants				Complainants				Respondents			
	Unweighted		Weighted		Unweighted		Weighted		Unweighted		Weighted	
	n=302	%	n=302	%	n=194	%	n=189	%	n=108	%	n=113	%
New Zealand European	235	78%	237	78%	149	77%	147	78%	86	80%	90	80%
New Zealand Māori	29	10%	28	9%	22	11%	21	11%	7	6%	7	6%
Samoan	2	1%	2	1%	-	-	-	-	2	2%	2	2%
Cook Island Māori	3	1%	2	1%	3	2%	2	1%	-	-	-	-
Tongan	-	-	-	-	-	-	-	-	-	-	-	-
Niuean	2	1%	2	1%	1	1%	1	-	1	1%	1	1%
Chinese	4	1%	4	1%	2	1%	2	1%	2	2%	2	2%
Indian	7	2%	6	2%	4	2%	3	2%	3	3%	3	3%
New Zealander/Kiwi	5	2%	4	1%	4	2%	3	2%	1	1%	1	1%
Another Pacific Island group	3	1%	2	1%	3	2%	2	1%	-	-	-	-
Another Asian group	-	-	-	-	-	-	-	-	-	-	-	-
Another European group	16	5%	15	5%	14	7%	13	7%	2	2%	2	2%
Another ethnic group	7	2%	7	2%	3	2%	2	1%	4	4%	4	4%
Don't know	15	5%	15	5%	11	6%	10	5%	4	4%	4	4%
Refused	1	-	2	1%	1	1%	2	1%	-	-	-	-

Base: All Participants

Source: Q6e

What was the last level you completed in your formal education?

	All participants				Complainants				Respondents			
	Unweighted		Weighted		Unweighted		Weighted		Unweighted		Weighted	
	n=302	%	n=302	%	n=194	%	n=189	%	n=108	%	n=113	%
School education	33	11%	35	12%	29	15%	31	16%	4	4%	4	4%
Tertiary certificate/diploma (including Trade qualifications)	57	19%	55	18%	44	23%	41	22%	13	12%	13	12%
Bachelor's degree (or equivalent)	90	30%	86	29%	50	26%	45	24%	40	37%	42	37%
Postgraduate certificate or higher (including Honours, Post-graduate Diploma, Masters and PhD)	99	33%	100	33%	54	28%	53	28%	45	42%	47	42%
Something else	3	1%	4	1%	2	1%	3	2%	1	1%	1	1%
Don't know	1	-	2	1%	1	1%	2	1%	-	-	-	-
Prefer not to say	19	6%	20	7%	14	7%	14	8%	5	5%	5	5%

Base: All Participants

Source: Q6f

Which sector are you in?

	Respondents			
	Unweighted		Weighted	
	n=108	%	n=113	%
Private sector	46	43%	47	42%
Public sector	62	57%	66	58%

Base: All Respondents

Source: Q6a

Appendix B: Tables of results

	All participants	Complainants	Respondents
	n=302	n=194	n=108
One complaint	75%	82%	65%
Two complaints	12%	11%	14%
Three complaints	4%	4%	6%
Four or more complaints	8%	3%	15%

Number of complaints made/received over past six months

Base: All participants

Source: Q1a

Significant differences compared to all participants are coloured green for higher or red for lower

	All participants	Complainants	Respondents
	n=286	n=194	n=92
1 to 3 months ago	14%	12%	17%
4 to 6 months ago	30%	26%	37%
7 to 9 months ago	29%	29%	29%
10 to 12 months ago	15%	16%	12%
More than 12 months ago	10%	14%	4%
Don't know/can't remember	2%	3%	1%

How long ago did you make/receive the [most recent] complaint?

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

Source: Q2a

Significant differences compared to all participants are coloured green for higher or red for lower

	All participants	Complainants	Respondents
The decisions made were fair	n=302	n=194	n=108
Strongly agree	34%	20%	57%
Somewhat agree	20%	14%	31%
Neither agree nor disagree	9%	12%	3%
Somewhat disagree	9%	12%	4%
Strongly disagree	24%	37%	3%
Don't know	4%	5%	2%
The reasons for the decisions were fully explained	n=302	n=194	n=108
Strongly agree	38%	27%	57%
Somewhat agree	25%	22%	31%
Neither agree nor disagree	8%	10%	4%
Somewhat disagree	9%	12%	4%
Strongly disagree	17%	25%	3%
Don't know	3%	4%	2%
The final decisions addressed all aspects of the complaints	n=302	n=194	n=108
Strongly agree	32%	21%	50%
Somewhat agree	20%	13%	31%
Neither agree nor disagree	6%	6%	6%
Somewhat disagree	12%	16%	5%
Strongly disagree	28%	41%	5%
Don't know	3%	3%	4%

How much do you agree or disagree with the following statements about the final decision...?

Base: All participants

Source: Q1c

Significant differences compared to all participants are coloured green for higher or red for lower

Appendix C: Final questionnaire

COMPLAINTS INVESTIGATION SURVEY (109108200)

DP NOTE:

- **ALL QUESTIONS ARE SINGLE CODE UNLESS OPEN-ENDED OR INSTRUCTION TEXT IS 'Please select all that apply'.**

TXTA Thank you for taking part in this survey.

Please be assured that your information remains confidential to Colmar Brunton, and it will not be used for any purpose other than this survey. Only 'grouped' responses will be presented to the Privacy Commission, so you will never be identified in any report of the results.
Please click on the arrow to continue.

Complaint outcome

Q1a Firstly, how many complaints have you **[IF COMPLAINANT: made to / IF COMPLAINANT REPRESENTATIVE: made on behalf of others to IF RESPONDENT: received through / IF RESPONDENT REPRESENTATIVE: received on behalf of others through]** the Office of the Privacy Commissioner **over the past six months?**

One complaint	1
Two complaints	2
Three complaints	3
Four or more complaints	4

DISPLAY IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a, THEN GO TO Q1c.

TXTB Thank you. For this survey please think overall about your dealings with the Office of the Privacy Commissioner **over the past six months.**
Please click on the arrow to continue.

Q1b Thank you. For this survey, please think about the complaint for which you most recently received notification of the final outcome.

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

Yes	1
No	2
Don't know	3

Q1c **IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a:** 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?

ALL OTHERS: Please think about the **final decision** that was made about the issue or problem the complaint was about. How much do you agree or disagree with the following statements about the final decision?

USE DYNAMIC GRID WITH THE FOLLOWING SCALE.

Strongly agree	1
Somewhat agree	2
Neither agree nor disagree	3
Somewhat disagree	4
Strongly disagree	5
Don't know	6

RANDOMISE STATEMENTS 2 AND 3.

DISPLAY IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a	DISPLAY TO ALL OTHERS
ALWAYS ASK FIRST: Overall, the decisions made were fair	ALWAYS ASK FIRST: Overall, the decision made was fair
The reasons for decisions were fully explained	The reasons for the decision were fully explained
The final decisions addressed all aspects of the complaints	The final decision addressed all aspects of the complaint

Q1d Now we're going to ask you some questions about the complaints **process**, but before we do, is there anything you would like to tell us that you feel is particularly important?

Yes	1
No	2

GO TO

Q1e What would you like us to know that you feel is particularly important?
Please type your answer in the box below.

TXT C Thank you. The remaining questions are about your experience with the **process** of **[IF COMPLAINANT/COMPLAINANT REPRESENTATIVE: making / IF RESPONDENT/RESPONDENT REPRESENTATIVE: receiving]** a complaint. When answering them please think about the **complaints process**, rather than the outcome of the complaint.

Again, **[DISPLAY IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a: please base your answers on all the complaints received over the past six months. DISPLAY TO ALL OTHERS: please base your answers on the most recent complaint only.]**

Please click on the arrow to continue.

Making a complaint

ASK Q2a IF COMPLAINANT/COMPLAINANT REPRESENTATIVE OR [RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 1 TO 3 AT Q1a]. OTHERWISE GO TO Q3A.

Q2a **IF COMPLAINANT/COMPLAINANT REPRESENTATIVE:** How long ago did you **make the complaint** to the Office of the Privacy Commissioner?

IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 1 TO 3 AT Q1a: How long ago did you **receive the complaint** through the Office of the Privacy Commissioner?

1 to 3 months ago	1
4 to 6 months ago	2
7 to 9 months ago	3
10 to 12 months ago	4
More than 12 months ago	5
Don't know/can't remember	6

ASK Q2b IF COMPLAINANT/COMPLAINANT REPRESENTATIVE. OTHERWISE GO TO Q3A.

Q2b How did you **first make** the complaint?

Made a telephone call	1
Posted a letter	2
Sent an email	3
Submitted an online form	4
Did something else (please specify)	5
Don't know/can't remember	6

Finding information about the complaints process

Q3a **ASK IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a:** Thinking just about complaints received through the Office of the Privacy Commissioner **over the past six months**, did you ever try to find out information about the complaints process...

ASK ALL OTHERS: Still thinking about this complaint, did you try to find out information about the complaints **process**...

	DISPLAY IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a	DISPLAY TO ALL OTHERS	Yes	No	Don't know/Can't remember
1		DISPLAY IF COMPLAINANT/COMPLAINANT REPRESENTATIVE Before you made the complaint	1	2	3
2	While a complaint was being investigated by the Privacy Commission	While the complaint was being investigated by the Privacy Commission	1	2	3
3	After you were told the outcome of a complaint	After you were told the outcome of the complaint	1	2	3

ASK Q3b IF CODE 1 ANYWHERE AT Q3a. OTHERWISE GO TO Q4a.

Q3b What information did you try to find?

Please select all that apply.

DISPLAY IF COMPLAINANT/COMPLAINANT REPRESENTATIVE AND CODE 1 AT Q3a(i): How to make a complaint	1
DISPLAY IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 1 AT Q3a(ii): What I needed to do to respond to the complaint	2
DISPLAY IF CODE 1 AT Q3a(i) OR (ii): How long it would take to get a final decision about the complaint	3
DISPLAY IF CODE 1 AT Q3a(ii): Where the complaint was at in the process	4
How the complaint would be/was investigated	5
What to do if I disagreed with the outcome/decision	6
Other (please specify)	7
Don't know/can't remember	8

Q3c And how did you try to find more information?

Please select all that apply.

Looked online/at their website	1
Read the letter/email I had received	2
Looked at a pamphlet/brochure	3
Called someone at the Privacy Commission	4
Sent an email	5
Other (please specify)	6
Don't know/can't remember	7

Q3d And did you find all of the information you were looking for?

CODE ONE ONLY.

Yes	1
No	2

GO TO

Q3f What information couldn't you find?

*Please type your answer in the box below.***DP: INCLUDE 'Don't know' TICK BOX.**

Contact about the complaint

Q4a **ASK IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a:** Please think about all of the contact you had with the Office of the Privacy Commissioner about complaints **over the last 6 months**. Contact may have been by email, letter, phone, or in some other way.

ASK ALL OTHERS: Please think about all of the contact you had with the Office of the Privacy Commissioner about the complaint. This contact may have been by email, letter, phone, or in some other way.

Please indicate how much you agree or disagree with each of the following statements.

USE DYNAMIC GRID WITH THE FOLLOWING SCALE.

Strongly agree	1
Somewhat agree	2
Neither agree nor disagree	3
Somewhat disagree	4
Strongly disagree	5
Don't know	6

RANDOMISE STATEMENTS.

It was professional
It was easy to understand
It clearly explained the complaints process

Perceptions of overall complaints process

Q5a **ASK IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a:** Thinking overall about the complaints process **over the past six months**, please indicate how much you agree or disagree with each of the following statements.

ASK ALL OTHERS: Thinking overall about the complaints process, please indicate how much you agree or disagree with each of the following statements.

USE DYNAMIC GRID WITH THE FOLLOWING SCALE.

Strongly agree	1
Somewhat agree	2
Neither agree nor disagree	3
Somewhat disagree	4
Strongly disagree	5
Don't know	6
Not applicable	7

RANDOMISE ALL EXCEPT FIRST AND LAST STATEMENT.

ALWAYS ASK FIRST: The reasons for the outcome were fully explained to you
You felt the Privacy Commission took your individual circumstances into account
IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a: You were kept informed about the progress of complaints / ALL OTHERS: You were kept informed about the progress of the complaint
The Commission were focused on resolving the complaint
The staff you dealt with were knowledgeable and competent
The complaint process was conducted a fair manner
You had all of your questions about the complaints process answered
The Privacy Act issues were clearly explained to you
You were given the opportunity to explain your side of the story
The Privacy Commission's staff did what they said they would do
DISPLAY IF RESPONDENT/RESPONDENT REPRESENTATIVE: The Privacy Commission's staff managed the complainant's expectations
DISPLAY IF COMPLAINANT/COMPLAINANT REPRESENTATIVE: It was easy to lodge your complaint
ALWAYS ASK LAST: The length of time it took to receive a decision was reasonable

ASK Q5b IF CODE 4 OR 5 AT Q5a (FINAL STATEMENT)

Q5b About how long did it take to get a decision on the complaint?

Less than 3 months	1
3 to 6 months	2
7 to 9 months	3
10 to 12 months	4
More than 12 months	5
Other (please specify)	6
Don't know/ Can't remember	7

Q5c **ASK IF RESPONDENT/RESPONDENT REPRESENTATIVE AND CODE 4 AT Q1a:** Thinking about all the aspects of the complaints **process**, how satisfied or dissatisfied are you with the way the Office of the Privacy Commissioner handled the complaints **over the past six months?**

ASK ALL OTHERS: Thinking about all the aspects of the complaints **process**, how satisfied or dissatisfied are you with the way the Office of the Privacy Commissioner handled the complaint overall?

Very satisfied	1	GO TO
Quite satisfied	2	
Neither satisfied nor dissatisfied	3	
Quite dissatisfied	4	
Very dissatisfied	5	
Don't know/Can't remember	6	GO TO

Q5d What would they have to have done for you to give them a better rating?
Please type your answer in the box below.

DP: INCLUDE 'Don't know' TICK BOX.

Demographic questions

And finally, we have a few last background questions to check we have surveyed a range of people.

ASK IF RESPONDENT/RESPONDENT REPRESENTATIVE, OTHERWISE GO TO Q6B

Q6a Which sector are you in?

Private sector	1
Public sector	2

Q6b Are you...?

Male	1
Female	2

Q6c In which region do you live?

Northland Region	1
Auckland Region	2
Waikato Region	3
Bay of Plenty Region	4
Gisborne Region	5
Hawke's Bay Region	6
Taranaki Region	7
Manawatu-Whanganui Region	8
Wellington Region	9
Tasman Region	10
Nelson Region	11
Marlborough Region	12
West Coast Region	13
Canterbury Region	14
Otago Region	15
Southland Region	16
Unsure	17

Q6d Which of these age groups are you in?

18 to 24 years	1
25 to 29 years	2
30 to 34 years	3
35 to 39 years	4
40 to 49 years	5
50 to 59 years	6
60 to 69 years	7
70+ years	8
Prefer not to answer	9

Q6e Which of these ethnic groups best describe you? You can choose more than one.
Please select all that apply.

New Zealand European	1
New Zealand Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Another Pacific Island group (please tell us)	7
Chinese	8
Indian	9
Another Asian group (please tell us)	10
Another European group (please tell us)	11
Another ethnic group (please tell us)	12
Don't know	13

Q6f What was the last level you **completed** in your formal education?

School education	1
Tertiary certificate/diploma (including Trade qualifications)	2
Bachelor's degree (or equivalent)	3
Postgraduate certificate or higher (including Honours, Post-graduate Diploma, Masters and PhD)	4
Something else (please tell us)	5
Don't know	6
Prefer not to say	7

Close

That's the end of the survey. Thank you for your time. You may now close your browser.