

**AUSTRALIAN HUMAN RIGHTS COMMISSION
SERVICE SATISFACTION SURVEY**

Date sent:

Complaint: «CaseNumber»

How were you involved in the complaint process?

- a. Complainant (person making the complaint)
- b. Complainant's legal representative or advocate
- c. Respondent (person or organisation the complaint was about)
- d. Respondent's legal representative or advocate

Part A

Please select a response to each of the following statements about the complaint process:

Statement	Strongly agree	Agree	Unsure	Disagree	Strongly disagree
1 Commission staff explained things in a way that was easy for me to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Letters and other written information from Commission staff were easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 The Commission dealt with the complaint in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 I felt I was treated fairly by Commission staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 I was satisfied with the outcome of the complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 I have a better understanding of rights and responsibilities under human rights and anti-discrimination law.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part B

Statement	Excellent	Very good	Good	Satisfactory	Poor
1 Overall, how would you rate the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Do you have any comments about our service or suggestions to help us improve our service? (If you need more space, please use the back of this form)					