

Service Satisfaction Survey - Qanda

Received Date From: >= 1-Jul-2021
 Received Date To: <= 30-Jun-2022
 Survey Type: = Service Satisfaction
 Surveyee Type: = (All)
 Act: = (All)
 Outcome Type: = (All)
 Run by: S22 @14/07/2022 11:46:06 AM

Question	Answer	Data	Total
Q1(A): Commission's explanation was easy to understand	a) Strongly agree	Sum of Count	239
		Sum of %	67.51
	b) Agree	Sum of Count	92
		Sum of %	25.99
	c) Unsure	Sum of Count	5
		Sum of %	1.41
	d) Disagree	Sum of Count	13
		Sum of %	3.67
	e) Strongly disagree	Sum of Count	5
		Sum of %	1.41
Q1(A): Commission's explanation was easy to understand Sum of Count			354
Q1(A): Commission's explanation was easy to understand Sum of %			99.99
Q1(B): Commission's letters were easy to understand	a) Strongly agree	Sum of Count	220
		Sum of %	62.15
	b) Agree	Sum of Count	108
		Sum of %	30.51
	c) Unsure	Sum of Count	10
		Sum of %	2.82
	d) Disagree	Sum of Count	8
		Sum of %	2.26
	e) Strongly disagree	Sum of Count	8
		Sum of %	2.26
Q1(B): Commission's letters were easy to understand Sum of Count			354
Q1(B): Commission's letters were easy to understand Sum of %			100
Q1(C):Commission dealt with the complaint in a timely manner	a) Strongly agree	Sum of Count	166
		Sum of %	46.89
	b) Agree	Sum of Count	102
		Sum of %	28.81
	c) Unsure	Sum of Count	22
		Sum of %	6.21
	d) Disagree	Sum of Count	38
		Sum of %	10.73
	e) Strongly disagree	Sum of Count	26
		Sum of %	7.34
Q1(C):Commission dealt with the complaint in a timely manner Sum of Count			354
Q1(C):Commission dealt with the complaint in a timely manner Sum of %			99.98
Q1(D): Commission staff were biased against me	a) Strongly agree	Sum of Count	0
		Sum of %	0
	b) Agree	Sum of Count	0
		Sum of %	0
	c) Unsure	Sum of Count	0
		Sum of %	0
	d) Disagree	Sum of Count	0
		Sum of %	0
	e) Strongly disagree	Sum of Count	0
		Sum of %	0
Q1(D): Commission staff were biased against me Sum of Count			0
Q1(D): Commission staff were biased against me Sum of %			0
Q1(D):I felt I was treated fairly by Commission staff	a) Strongly agree	Sum of Count	240
		Sum of %	67.8

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Q1(D):I felt I was treated fairly by Commission staff	b) Agree	Sum of Count	71	
		Sum of %	20.06	
	c) Unsure	Sum of Count	19	
		Sum of %	5.37	
	d) Disagree	Sum of Count	10	
	Sum of %	2.82		
	e) Strongly disagree	Sum of Count	14	
		Sum of %	3.95	
Q1(D):I felt I was treated fairly by Commission staff Sum of Count			354	
Q1(D):I felt I was treated fairly by Commission staff Sum of %			100	
Q1(E): I was satisfied with the outcome of the complaint	a) Strongly agree	Sum of Count	159	
		Sum of %	44.92	
	b) Agree	Sum of Count	81	
		Sum of %	22.88	
	c) Unsure	Sum of Count	31	
		Sum of %	8.76	
	d) Disagree	Sum of Count	29	
		Sum of %	8.19	
	e) Strongly disagree	Sum of Count	54	
		Sum of %	15.25	
Q1(E): I was satisfied with the outcome of the complaint Sum of Count			354	
Q1(E): I was satisfied with the outcome of the complaint Sum of %			100	
Q1(F):Better understanding of anti-discrimination law	a) Strongly agree	Sum of Count	123	
		Sum of %	34.84	
	b) Agree	Sum of Count	124	
		Sum of %	35.13	
	c) Unsure	Sum of Count	48	
		Sum of %	13.6	
	d) Disagree	Sum of Count	31	
		Sum of %	8.78	
	e) Strongly disagree	Sum of Count	27	
		Sum of %	7.65	
Q1(F):Better understanding of anti-discrimination law Sum of Count			353	
Q1(F):Better understanding of anti-discrimination law Sum of %			100	
Q2. Overall, how would you rate the service you received?	a) Excellent	Sum of Count	182	182
		Sum of %	51.56	93
	b) Very good	Sum of Count	93	27
		Sum of %	26.35	13
	c) Good	Sum of Count	27	315
		Sum of %	7.65	
	d) Satisfactory	Sum of Count	13	
	Sum of %	3.68		
	e) Poor	Sum of Count	38	
		Sum of %	10.76	
	f) Very poor	Sum of Count	0	
		Sum of %	0	
Q2. Overall, how would you rate the service you received? Sum of Count			353	
Q2. Overall, how would you rate the service you received? Sum of %			100	
Total Sum of Count			2476	
Total Sum of %			699.97	

Service Satisfaction Surveys Sent - C

Matter Type: = Complaint

Case Actions Action: = Send Satisfaction Survey Complainant

Case Actions Action Completion Status: = Send Satisfaction Survey Complainant/Survey Sent

Case Actions Completed Date From: >= 1-Jul-2021

Case Actions Completed Date To: <= 30-Jun-2022

Run by: S22 @14/07/2022 11:48:34 AM

Act	Data	Total
ADA	Sum of Count	29
	% of col	3.74%
AHRCA - HR	Sum of Count	2
	% of col	0.26%
AHRCA - ILO	Sum of Count	38
	% of col	4.90%
DDA	Sum of Count	423
	% of col	54.51%
RDA	Sum of Count	119
	% of col	15.34%
SDA	Sum of Count	165
	% of col	21.26%
Total Sum of Count		776
Total % of col		1

Service Satisfaction Surveys Sent - R

Matter Type: = Complaint

Case Actions Action: = Send Satisfaction Survey Respondent

Case Actions Action Completion Status: = Send Satisfaction Survey Respondent/Survey Sent

Case Actions Completed Date From: >= 1-Jul-2021

Case Actions Completed Date To: <= 30-Jun-2022

Run by: S22 @14/07/2022 11:49:21 AM

Act	Data	Total
ADA	Sum of Count	29
	% of col	3.84%
AHRCA - HR	Sum of Count	2
	% of col	0.26%
AHRCA - ILO	Sum of Count	39
	% of col	5.16%
DDA	Sum of Count	413
	% of col	54.63%
RDA	Sum of Count	113
	% of col	14.95%
SDA	Sum of Count	160
	% of col	21.16%
Total Sum of Count		756
Total % of col		1