

Wales Omnibus

Public Services Ombudsman for Wales

March 2020



Prepared for:
PSOW

Prepared by:
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TECHNICAL NOTE ON SURVEY METHODOLOGY

Sampling and Fieldwork

The Omnibus sample is designed to be representative of the adult population resident in Wales aged 16 and over. The unit of sampling is Lower Layer Super Output Area (LSOA) and 69 interviewing points throughout the Wales are selected with probability proportional to resident population, after stratification by Local Authority and Social Grade. A fresh sample of interviewing locations is selected each wave.

Within each sampling point, interlocking demographic quota controls of age and social class within sex are employed for the selection of respondents. Quotas are set to reflect the individual demographic profile of each selected point.

A fresh sample of interviewing locations and individuals are selected for each survey and no more than one person per household is interviewed.

Interviews are conducted face to face in the homes of respondents utilising CAPI (Computer Aided Personal Interviewing) technology. Beaufort's experienced fieldworkers are used with postal and telephone back-checking in accordance with ISO 20252.

Fieldwork for the March 2020 survey took place between 24 February and 15 March 2020. A total of 713 interviews were completed and analysed

Tabulations

The data has been weighted by age group within gender within Local Authority grouping to give each cell (42) its correct incidence within the Wales total derived from the results of the 2011 Census.

Tables are presented in the form of numbers and integer percentages with the unweighted and weighted sample base shown at the top of each column. Where the base is anything other than the total sample this is indicated underneath the table heading and follows logically from the question sequence and routing.

Arithmetic rounding to whole numbers means that columns of percentages do not necessarily sum to exactly 100%. Where more than one answer can be given to a question the sum of percentages may exceed 100%. 0 denotes a weighted sample of less than 0.5 and 0% denotes a percentage of less than 0.5%. Where column bases are less than about 50, percentages need to be interpreted with care.

A standard analysis of questions asked is provided as an integral part of the service involving demographic information collected as a matter of course towards the end of the interview. This breaks response down by classification variables (breakdowns) as shown overleaf.

CLASSIFICATION 1:

Region (groups of unitary authorities, 3 cols):

North Wales: Wrexham, Flintshire, Denbighshire, Conwy, Anglesey, Gwynedd

Mid & South West Wales: Powys, Ceredigion, Carmarthenshire, Pembrokeshire, Swansea, Neath & Port Talbot, Bridgend

Valleys & South East Wales: Rhondda Cynon Taf, Merthyr Tydfil, Caerphilly, Blaenau Gwent, Cardiff, Vale of Glamorgan, Torfaen, Monmouthshire, Newport

Age of respondent (3 cols)

Gender (2 cols)

Social class (based on occupation / work status of chief income earner) (4 cols)

Combined social class (2 cols)

Welsh speaker (yes / no – 2 columns)

CLASSIFICATION 2:

Marital status (5 cols)

Limiting Illness/Disability (2 cols)

Ethnicity (2 cols)

QUESTIONS ASKED

These appeared on the questionnaire as shown overleaf

Public Services Ombudsman for Wales – Ombudsman Awareness

Wales November Omnibus – FINAL Questionnaire (04.02.20)

N.B. Marital status, Limiting illness and Ethnicity breaks required

ASK ALL

Q1 Have you made a complaint to your Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years?

Yes

No

Don't know / can't remember

ASK ALL WHO MADE A COMPLAINT TO ANY OF THESE BODIES

Q2 How easy was it to make this complaint?
INTERVIEWER INSTRUCTIN: IF MORE THAN ONE COMPLAINT HAS BEEN MADE,
PLEASE ASK TO THINK ABOUT THE MOST RECENT COMPLAINT

SHOWCARD:

Very easy

Fairly easy

Fairly difficult

Very difficult

Don't know /can't remember

ASK ALL WHO MADE A COMPLAINT

Q3 Were you happy with the way your complaint was resolved?

Yes → Q5

No → Q4

Don't know / can't remember → Q5

ASK Q4 ALL UNHAPPY WITH THE WAY COMPLAINT WAS RESOLVED

Q4 What did you do as a result of the way your complaint was resolved?

DO NOT PROMPT – CODE ALL MENTIONED

Made another complaint to the same department within the original organisation

Contacted a different department within the original organisation

Contacted a more senior representative of the original organisation

Contacted the Public Service Ombudsman for Wales

Other (please specify)

Didn't do anything else

Don't know / can't remember

ASK ALL WHO DID NOT MENTION PSOW IN ANSWER TO Q4

IF MENTIONED PSOW IN ANSWER TO Q4 CODE AUTOMATICALLY AS YES

Q5 Have you ever heard of the Public Services Ombudsman for Wales?

- Yes
- No
- Don't know

ASK ALL AWARE OF PSOW

Q6 How did you learn about the Public Services Ombudsman for Wales?

SHOWCARD:

I was directed to the Ombudsman by an organization I complained to

Word of mouth

Internet search

From the media

Other (please specify)

Don't know / can't remember

ASK ALL AWARE OF PSOW

Q7 Which of these do you think the Public Services Ombudsman for Wales can do?

READ OUT

	Yes	No	Don't know
a) Investigate complaints they receive about public services			
b) Act on behalf of people who have a complaint about a public body			
c) Investigate public bodies even if a complaint hasn't been made			
d) Support public bodies in developing good practice in complaint handling			
e) Award financial compensation to complainants			

ASK ALL AWARE OF PSOW

Q8 Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways?

READ OUT

	Yes	No	Don't know
a) By post			
b) Electronically (by email or via the Ombudsman's website)			
c) Verbally (by phone or in person)			
d) In British Sign Language			

ASK ALL AWARE OF PSOW

SHOWCARD

Q9 To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales?

- a) "I have confidence in the work of the Ombudsman"
- b) "The Ombudsman is impartial"
- c) "I feel I could approach the Ombudsman if I needed to"
- d) "I don't know much about what they do"

Response scale:

1. Agree strongly
2. Agree slightly
3. Disagree slightly
4. Disagree strongly
5. Don't know

Analysis...: QPS1. Have you made a complaint to your Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years?

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	713	125	298	290	200	191	322	327	386	149	225	158	178	374	336	149	564
Weighted	713	161	242	310	209	233	271	347	366	145	222	162	180	367	343	140	573
Yes	91 13%	19 12%	34 14%	39 12%	23 11%	29 12%	40 15%	47 14%	44 12%	17 12%	24 11%	23 14%	27 15%	41 11%	51 15%	15 11%	76 13%
No	618 87%	141 88%	208 86%	268 87%	184 88%	203 87%	231 85%	297 86%	321 88%	128 88%	197 89%	138 85%	152 84%	325 88%	290 84%	123 88%	494 86%
Don't know / can't remember	4 1%	- -	1 0%	3 1%	2 1%	1 1%	1 0%	3 1%	1 0%	- -	2 1%	1 1%	1 1%	2 0%	2 1%	2 1%	2 0%

Analysis...: QPS1. Have you made a complaint to your Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years?

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	713	216	289	70	70	66	207	502	681	28
Weighted	713	227	291	74	64	55	195	513	680	29
Yes	91 13%	27 12%	42 14%	9 13%	7 11%	7 12%	41 21%	49 9%	88 13%	3 10%
No	618 87%	200 88%	248 85%	64 87%	56 87%	49 88%	153 78%	463 90%	589 87%	25 87%
Don't know / can't remember	4 1%	1 0%	1 0%	- -	1 2%	- -	1 1%	2 0%	3 0%	1 4%

Analysis...: QPS2. How easy was it to make this complaint?

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who had made a complaint to their Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years.

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	93	15	41	37	23	24	46	44	49	16	26	25	26	42	51	13	80
Weighted	91	19	34	39	23	29	40	47	44	17	24	23	27	41	51	15	76
Very easy	24 26%	3 16%	11 33%	10 26%	3 13%	8 29%	13 32%	13 27%	11 25%	6 34%	5 20%	8 36%	5 19%	10 26%	14 27%	1 7%	23 30%
Fairly easy	36 39%	6 31%	13 40%	16 42%	12 53%	12 43%	11 28%	18 38%	18 40%	5 31%	10 42%	8 34%	13 46%	15 37%	21 40%	9 57%	27 36%
Fairly difficult	14 15%	2 11%	3 9%	9 22%	2 8%	4 15%	7 19%	7 15%	7 15%	4 21%	2 7%	2 10%	6 22%	5 13%	8 17%	2 11%	12 16%
Very difficult	18 20%	8 41%	6 18%	4 10%	6 26%	4 13%	8 21%	9 19%	9 20%	2 14%	7 31%	5 21%	3 12%	10 24%	8 16%	4 25%	14 18%
Don't know /can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EASY	60 65%	9 48%	24 73%	26 68%	15 66%	21 72%	24 60%	31 66%	29 65%	11 65%	15 61%	16 70%	18 66%	26 63%	34 67%	10 64%	50 66%
DIFFICULT	32 35%	10 52%	9 27%	12 32%	8 34%	8 28%	16 40%	16 34%	15 35%	6 35%	9 39%	7 30%	9 34%	15 37%	17 33%	6 36%	26 34%

Analysis...: QPS2. How easy was it to make this complaint?

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who had made a complaint to their Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years.

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	93	25	43	10	7	8	43	48	89	3
Weighted	91	27	42	9	7	7	41	49	88	3
Very easy	24 26%	7 27%	12 30%	1 7%	1 8%	3 45%	11 26%	13 27%	24 27%	-
Fairly easy	36 39%	13 50%	12 29%	4 39%	5 63%	2 36%	15 37%	21 43%	36 41%	-
Fairly difficult	14 15%	2 7%	10 23%	2 19%	1 8%	-	8 20%	5 9%	12 14%	1 38%
Very difficult	18 20%	4 16%	8 18%	3 36%	1 20%	1 18%	7 17%	10 20%	16 18%	2 62%
Don't know /can't remember	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
EASY	60 65%	21 77%	24 59%	4 46%	5 72%	6 82%	26 63%	34 71%	60 68%	-
DIFFICULT	32 35%	6 23%	17 41%	5 54%	2 28%	1 18%	15 37%	14 29%	28 32%	3 100%

Analysis...: QPS3. Were you happy with the way your complaint was resolved?

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who had made a complaint to their Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years.

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	93	15	41	37	23	24	46	44	49	16	26	25	26	42	51	13	80
Weighted	91	19	34	39	23	29	40	47	44	17	24	23	27	41	51	15	76
Yes	38 41%	5 28%	15 44%	18 46%	12 51%	12 41%	14 36%	17 36%	21 47%	6 36%	8 35%	12 51%	12 42%	14 35%	24 46%	5 35%	33 43%
No	52 57%	14 72%	18 54%	20 51%	11 49%	17 59%	24 60%	28 60%	24 53%	10 57%	15 65%	12 49%	15 56%	25 62%	27 53%	10 65%	42 55%
Don't know / can't remember	2 2%	- -	1 2%	1 3%	- -	- -	2 4%	2 4%	- -	1 7%	- -	- -	1 2%	1 3%	1 1%	- -	2 2%

Analysis...: QPS3. Were you happy with the way your complaint was resolved?

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who had made a complaint to their Local Council, a Healthcare provider (e.g. hospital, GP) or a Social landlord (e.g. housing association) within last two years.

	<i>Total</i>	<i>Marital status</i>					<i>Limiting Illness/Disability</i>		<i>Ethnicity</i>	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	93	25	43	10	7	8	43	48	89	3
Weighted	91	27	42	9	7	7	41	49	88	3
Yes	38 41%	12 44%	17 42%	5 52%	3 40%	1 18%	17 42%	21 43%	38 43%	- -
No	52 57%	14 52%	24 57%	4 48%	4 60%	6 82%	23 57%	27 55%	48 55%	3 100%
Don't know / can't remember	2 2%	1 4%	1 1%	- -	- -	- -	1 1%	1 2%	2 2%	- -

Analysis...: QPS4. What did you do as a result of the way your complaint was resolved?

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Options..: Analysis Ordered

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who were unhappy with the way their case was resolved.

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	53	11	22	20	11	15	27	25	28	9	19	12	13	28	25	9	44
Weighted	52	14	18	20	11	17	24	28	24	10	15	12	15	25	27	10	42
Made another complaint to the same department within the original organisation	18 34%	3 24%	7 39%	7 36%	4 32%	5 32%	8 36%	10 36%	7 31%	3 36%	6 41%	4 35%	4 24%	10 39%	8 29%	4 36%	14 33%
Contacted a more senior representative of the original organisation	7 14%	3 24%	4 23%	- -	2 22%	1 6%	4 17%	5 19%	2 9%	1 12%	2 11%	- -	5 31%	3 11%	5 17%	1 14%	6 15%
Contacted Welsh Government / AM / MP / Councillor	3 6%	- -	1 4%	2 13%	- -	- -	3 14%	1 2%	3 11%	1 6%	1 9%	- -	1 8%	2 8%	1 5%	1 7%	2 6%
Contacted a different department within the original organisation	2 3%	1 8%	1 4%	- -	- -	- -	2 8%	2 6%	- -	1 12%	1 4%	- -	- -	2 7%	- -	- -	2 4%
Contacted Police	1 2%	- -	- -	1 6%	- -	1 7%	- -	- -	1 5%	- -	1 8%	- -	- -	1 5%	- -	- -	1 3%
Contacted the Public Service Ombudsman for Wales	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 7%	- -	2 10%	2 8%	1 7%	3 15%	- -	3 9%	1 4%	- -	2 12%	- -	2 10%	2 7%	2 6%	1 8%	3 6%
Didn't do anything else	22 43%	8 60%	6 35%	7 38%	6 52%	7 39%	10 41%	13 45%	10 41%	6 58%	4 23%	7 65%	6 37%	9 36%	13 49%	5 48%	17 41%

Analysis...: QPS4. What did you do as a result of the way your complaint was resolved?

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those who were unhappy with the way their case was resolved.

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	53	13	23	5	5	7	23	28	49	3
Weighted	52	14	24	4	4	6	23	27	48	3
Made another complaint to the same department within the original organisation	18 34%	7 52%	8 36%	- -	- -	2 33%	10 43%	8 29%	18 36%	- -
Contacted a different department within the original organisation	2 3%	1 8%	1 3%	- -	- -	- -	1 5%	1 2%	2 4%	- -
Contacted a more senior representative of the original organisation	7 14%	6 41%	2 8%	- -	- -	- -	4 15%	4 15%	7 15%	- -
Contacted the Public Service Ombudsman for Wales	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Contacted Welsh Government / AM / MP / Councillor	3 6%	- -	1 5%	- -	1 31%	1 12%	3 14%	- -	3 7%	- -
Contacted Police	1 2%	- -	1 5%	- -	- -	- -	- -	1 4%	1 2%	- -
Other	3 7%	1 6%	3 11%	- -	- -	- -	2 7%	1 3%	2 5%	1 36%
Didn't do anything else	22 43%	3 20%	9 38%	4 100%	3 69%	3 55%	7 32%	14 51%	20 41%	2 64%

Analysis...: QPS5. Have you ever heard of the Public Services Ombudsman for Wales?

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	713	125	298	290	200	191	322	327	386	149	225	158	178	374	336	149	564
Weighted	713	161	242	310	209	233	271	347	366	145	222	162	180	367	343	140	573
Yes	340 48%	81 50%	122 50%	138 45%	55 26%	121 52%	164 60%	161 46%	179 49%	83 57%	104 47%	77 47%	76 42%	187 51%	153 45%	73 52%	267 47%
No	357 50%	80 50%	114 47%	163 53%	149 71%	106 46%	101 37%	177 51%	180 49%	59 40%	111 50%	84 52%	100 55%	170 46%	183 53%	66 47%	291 51%
Don't know	16 2%	- -	7 3%	9 3%	4 2%	5 2%	6 2%	9 3%	7 2%	3 2%	6 3%	2 1%	5 3%	10 3%	7 2%	1 1%	15 3%

Analysis...: QPS5. Have you ever heard of the Public Services Ombudsman for Wales?

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	713	216	289	70	70	66	207	502	681	28
Weighted	713	227	291	74	64	55	195	513	680	29
Yes	340 48%	82 36%	175 60%	26 35%	30 47%	26 47%	109 56%	230 45%	327 48%	13 45%
No	357 50%	144 63%	108 37%	45 62%	33 51%	27 48%	84 43%	270 53%	338 50%	15 52%
Don't know	16 2%	1 1%	8 3%	2 3%	1 2%	3 5%	1 1%	14 3%	15 2%	1 4%

Analysis...: QPS6. How did you learn about the Public Services Ombudsman for Wales?

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Options..: Analysis Ordered

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
From the media	122 36%	18 22%	47 39%	57 41%	14 26%	34 28%	73 45%	66 41%	56 31%	34 41%	33 32%	26 34%	28 37%	68 36%	54 35%	22 31%	100 37%
Word of mouth (inc. family & friends)	105 31%	28 35%	30 25%	46 34%	20 35%	51 42%	34 21%	45 28%	60 33%	19 23%	32 31%	30 39%	23 31%	51 27%	54 35%	25 34%	80 30%
Through work	31 9%	10 13%	12 10%	9 7%	10 18%	12 10%	9 6%	13 8%	18 10%	12 14%	9 9%	5 6%	6 8%	21 11%	11 7%	8 11%	23 9%
Internet search	23 7%	8 10%	6 5%	9 7%	3 5%	7 6%	13 8%	12 7%	11 6%	6 8%	6 6%	7 9%	4 5%	12 7%	11 7%	5 7%	18 7%
Through an organisation (no complaint mentioned)	10 3%	3 4%	6 5%	1 1%	4 7%	2 1%	4 3%	5 3%	5 3%	1 1%	3 3%	3 4%	2 3%	4 2%	5 4%	2 3%	7 3%
Always known about them / general knowledge	9 3%	4 5%	2 1%	3 2%	1 2%	4 3%	3 2%	6 4%	2 1%	2 3%	2 2%	2 2%	3 4%	4 2%	5 3%	1 2%	7 3%
I was directed to the Ombudsman by an organization I complained to	7 2%	- -	3 3%	4 3%	1 2%	2 2%	4 3%	1 1%	6 4%	1 1%	3 3%	1 1%	2 3%	4 2%	3 2%	1 2%	6 2%
Leaflet / letter	2 1%	- -	2 2%	- -	1 2%	1 1%	1 0%	- -	2 1%	- -	- -	1 1%	2 2%	- -	2 2%	1 1%	2 1%
Other	5 1%	1 1%	2 1%	2 1%	- -	2 2%	2 2%	1 1%	3 2%	2 3%	1 1%	- -	1 1%	4 2%	1 1%	- -	5 2%
Don't know / can't remember	26 8%	8 10%	11 9%	7 5%	2 4%	6 5%	18 11%	12 7%	15 8%	5 6%	14 14%	3 4%	4 5%	20 10%	7 4%	7 9%	20 7%

Analysis...: QPS6. How did you learn about the Public Services Ombudsman for Wales?

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Options..: Analysis Ordered

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
From the media	122 36%	21 26%	70 40%	10 37%	10 33%	11 43%	42 38%	80 35%	117 36%	5 36%
Word of mouth (inc. family & friends)	105 31%	34 42%	45 26%	9 33%	10 32%	7 27%	35 32%	70 31%	101 31%	4 30%
Through work	31 9%	10 13%	15 8%	2 8%	4 14%	- -	5 5%	26 11%	29 9%	2 18%
Internet search	23 7%	2 2%	18 10%	1 5%	2 6%	- -	7 6%	16 7%	23 7%	- -
Through an organisation (no complaint mentioned)	10 3%	4 4%	3 2%	2 8%	- -	1 3%	6 6%	3 1%	9 3%	1 8%
Always known about them / general knowledge	9 3%	3 4%	1 1%	2 9%	- -	2 7%	2 2%	6 3%	8 2%	1 8%
I was directed to the Ombudsman by an organization I complained to	7 2%	- -	3 2%	- -	3 11%	1 3%	3 2%	5 2%	7 2%	- -
Leaflet / letter	2 1%	1 1%	1 1%	- -	- -	- -	1 1%	1 1%	2 1%	- -
Other	5 1%	1 1%	2 1%	- -	- -	1 5%	1 1%	3 1%	5 1%	- -
Don't know / can't remember	26 8%	6 7%	16 9%	- -	1 4%	4 14%	7 7%	19 8%	26 8%	- -

Analysis...: QPS7a. Which of these do you think the Public Services Ombudsman for Wales can do? - Investigate complaints they receive about public services

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	310 91%	74 92%	110 91%	126 91%	48 87%	111 92%	150 92%	149 93%	161 90%	77 93%	93 90%	70 91%	70 92%	171 91%	139 91%	72 99%	238 89%
No	7 2%	1 1%	4 3%	2 1%	1 2%	- -	6 3%	3 2%	4 2%	1 1%	3 2%	2 3%	1 1%	4 2%	3 2%	- -	7 3%
Don't know	23 7%	5 7%	7 6%	10 8%	6 11%	10 8%	8 5%	9 5%	15 8%	5 6%	8 8%	5 6%	6 8%	13 7%	11 7%	1 1%	23 8%

Analysis...: QPS7a. Which of these do you think the Public Services Ombudsman for Wales can do? - Investigate complaints they receive about public services

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	310 91%	75 91%	163 93%	22 86%	27 89%	22 86%	99 91%	210 91%	296 91%	13 100%
No	7 2%	1 1%	2 1%	1 5%	1 2%	2 7%	4 3%	3 1%	7 2%	-
Don't know	23 7%	6 8%	10 6%	3 10%	3 9%	2 7%	7 6%	17 7%	23 7%	-

Analysis...: QPS7b. Which of these do you think the Public Services Ombudsman for Wales can do? - Act on behalf of people who have a complaint about a public body

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	279 82%	69 86%	96 79%	114 82%	46 83%	95 78%	138 84%	133 83%	146 81%	68 82%	83 80%	63 82%	65 85%	151 81%	128 83%	67 92%	212 79%
No	25 7%	4 5%	8 7%	13 10%	3 5%	7 6%	15 9%	12 8%	13 7%	8 10%	11 10%	3 5%	3 4%	19 10%	7 4%	3 4%	23 8%
Don't know	36 11%	7 9%	18 14%	11 8%	7 12%	19 16%	10 6%	16 10%	21 11%	7 8%	10 10%	10 14%	8 11%	17 9%	19 12%	3 4%	33 12%

Analysis...: QPS7b. Which of these do you think the Public Services Ombudsman for Wales can do? - Act on behalf of people who have a complaint about a public body

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	279 82%	61 74%	144 82%	25 95%	27 90%	21 81%	94 86%	183 80%	268 82%	10 74%
No	25 7%	7 8%	15 9%	- -	2 6%	2 7%	6 5%	20 9%	23 7%	3 21%
Don't know	36 11%	15 18%	16 9%	1 5%	1 4%	3 12%	9 8%	27 12%	35 11%	1 5%

Analysis...: QPS7c. Which of these do you think the Public Services Ombudsman for Wales can do? - Investigate public bodies even if a complaint hasn't been made

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	137 40%	26 32%	55 45%	56 40%	18 32%	45 37%	73 45%	70 44%	66 37%	38 45%	38 37%	31 41%	29 39%	76 41%	61 40%	32 44%	105 39%
No	108 32%	25 31%	32 26%	52 37%	26 47%	35 29%	48 29%	43 27%	65 36%	24 29%	37 35%	26 34%	21 28%	61 33%	47 31%	15 20%	94 35%
Don't know	95 28%	29 37%	35 29%	31 22%	11 21%	41 34%	42 26%	47 29%	48 27%	21 26%	29 28%	20 26%	25 33%	50 27%	45 29%	26 36%	69 26%

Analysis...: QPS7c. Which of these do you think the Public Services Ombudsman for Wales can do? - Investigate public bodies even if a complaint hasn't been made

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	137 40%	29 35%	74 42%	15 56%	11 35%	8 30%	43 39%	94 41%	130 40%	6 44%
No	108 32%	30 36%	55 31%	7 28%	8 26%	9 33%	34 31%	74 32%	102 31%	6 47%
Don't know	95 28%	24 29%	46 26%	4 16%	12 39%	10 37%	33 30%	63 27%	94 29%	1 9%

Analysis...: QPS7d. Which of these do you think the Public Services Ombudsman for Wales can do? - Support public bodies in developing good practice in complaint handling

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	265 78%	63 78%	91 75%	110 80%	47 85%	94 77%	124 76%	127 79%	138 77%	62 75%	77 74%	65 84%	61 80%	139 74%	126 82%	61 83%	204 76%
No	20 6%	2 3%	9 7%	9 7%	2 3%	6 5%	12 8%	8 5%	12 7%	7 9%	8 8%	3 4%	2 2%	16 8%	4 3%	3 5%	17 6%
Don't know	56 16%	15 19%	22 18%	19 13%	7 12%	22 18%	27 17%	26 16%	30 17%	14 16%	19 18%	9 12%	14 18%	33 17%	23 15%	9 12%	47 17%

Analysis...: QPS7d. Which of these do you think the Public Services Ombudsman for Wales can do? - Support public bodies in developing good practice in complaint handling

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	265 78%	66 80%	137 78%	20 78%	24 80%	17 66%	86 79%	178 77%	252 77%	12 95%
No	20 6%	3 3%	11 6%	1 4%	2 6%	4 14%	6 6%	14 6%	20 6%	- -
Don't know	56 16%	14 17%	28 16%	5 18%	4 14%	5 20%	17 16%	38 17%	55 17%	1 5%

Analysis...: QPS7e. Which of these do you think the Public Services Ombudsman for Wales can do? - Award financial compensation to complainants

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	130 38%	23 28%	45 37%	63 46%	27 48%	38 31%	66 40%	65 40%	66 37%	24 29%	46 45%	33 43%	27 35%	70 38%	60 39%	27 36%	104 39%
No	113 33%	31 38%	35 28%	47 34%	20 36%	41 34%	52 32%	51 32%	62 35%	35 42%	28 27%	22 29%	27 36%	64 34%	49 32%	26 35%	87 33%
Don't know	97 28%	27 33%	42 35%	28 20%	9 16%	42 35%	46 28%	45 28%	52 29%	24 29%	29 28%	21 27%	22 29%	53 29%	43 28%	21 28%	76 29%

Analysis...: QPS7e. Which of these do you think the Public Services Ombudsman for Wales can do? - Award financial compensation to complainants

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	130 38%	38 46%	58 33%	16 60%	10 33%	9 33%	44 40%	87 38%	126 38%	5 36%
No	113 33%	19 23%	68 38%	5 21%	13 42%	9 34%	28 26%	84 37%	108 33%	5 39%
Don't know	97 28%	26 31%	50 29%	5 19%	8 25%	9 33%	38 34%	59 26%	93 29%	3 25%

Analysis...: QPS8a. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - By post

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	275 81%	67 83%	98 81%	110 80%	41 75%	97 80%	137 84%	134 83%	141 79%	75 90%	81 78%	62 81%	57 75%	156 83%	120 78%	65 89%	210 79%
No	48 14%	13 17%	16 13%	19 14%	7 14%	18 15%	22 14%	21 13%	27 15%	7 9%	17 16%	12 16%	12 15%	24 13%	24 15%	5 7%	43 16%
Don't know	17 5%	-	8 6%	9 7%	7 12%	6 5%	4 3%	6 4%	11 6%	1 1%	6 6%	3 4%	7 9%	7 4%	10 6%	3 4%	15 5%

Analysis.: QPS8a. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - By post

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	275 81%	70 85%	137 78%	19 74%	23 75%	25 98%	93 85%	182 79%	267 82%	8 62%
No	48 14%	6 7%	31 18%	4 17%	6 21%	1 2%	10 9%	37 16%	43 13%	5 38%
Don't know	17 5%	6 8%	7 4%	2 9%	1 4%	- -	7 6%	10 4%	17 5%	- -

Analysis...: QPS8b. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - Electronically (by email or via the Ombudsman's website)

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	299 88%	75 93%	104 86%	120 87%	50 91%	116 96%	133 81%	140 87%	159 89%	78 94%	93 89%	64 83%	64 84%	171 91%	128 84%	66 90%	234 88%
No	31 9%	6 7%	12 10%	13 10%	4 6%	5 4%	23 14%	17 11%	14 8%	5 6%	6 6%	12 15%	9 11%	11 6%	20 13%	6 8%	26 10%
Don't know	10 3%	-	5 4%	4 3%	2 3%	-	8 5%	3 2%	7 4%	1 1%	5 4%	1 2%	3 4%	5 3%	4 3%	2 3%	8 3%

Analysis...: QPS8b. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - Electronically (by email or via the Ombudsman's website)

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	299 88%	73 89%	152 87%	24 91%	29 94%	22 84%	95 87%	203 88%	286 87%	13 100%
No	31 9%	5 6%	19 11%	2 9%	1 2%	4 14%	11 10%	20 9%	31 10%	- -
Don't know	10 3%	4 5%	4 2%	- -	1 4%	1 2%	3 3%	7 3%	10 3%	- -

Analysis...: QPS8c. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - Verbally (by phone or in person)

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	263 77%	58 73%	92 75%	113 82%	41 74%	94 77%	128 78%	127 79%	136 76%	61 74%	79 76%	61 79%	62 81%	140 75%	122 80%	58 79%	205 77%
No	59 17%	20 25%	22 18%	17 12%	11 20%	25 21%	23 14%	26 16%	33 19%	16 19%	18 17%	14 18%	11 15%	34 18%	25 17%	12 16%	48 18%
Don't know	18 5%	2 3%	8 6%	9 6%	4 6%	2 2%	13 8%	8 5%	10 6%	6 7%	7 7%	2 3%	3 4%	13 7%	5 4%	3 5%	15 6%

Analysis...: QPS8c. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - Verbally (by phone or in person)

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	263 77%	66 80%	130 74%	25 95%	19 64%	23 89%	91 83%	172 75%	253 78%	9 67%
No	59 17%	12 14%	35 20%	1 3%	11 36%	1 2%	17 15%	41 18%	55 17%	4 33%
Don't know	18 5%	5 6%	11 6%	1 2%	- -	2 9%	2 2%	17 7%	18 6%	- -

Analysis...: QPS8d. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - In British Sign Language

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Yes	154 45%	35 44%	57 47%	62 45%	28 50%	63 52%	63 39%	73 46%	80 45%	35 42%	49 47%	42 54%	28 37%	84 45%	70 46%	39 53%	115 43%
No	101 30%	29 36%	23 19%	49 35%	17 31%	31 25%	54 33%	41 26%	60 34%	23 28%	31 29%	20 25%	28 36%	54 29%	47 31%	16 22%	85 32%
Don't know	85 25%	16 20%	41 34%	28 20%	11 20%	28 23%	47 29%	46 29%	39 22%	24 29%	25 24%	16 21%	20 27%	49 26%	36 24%	18 25%	67 25%

Analysis...: QPS8d. Do you think you would be able to make a complaint to the Public Services Ombudsman for Wales in the following ways...? - In British Sign Language

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		<i>Single</i>	<i>Married or civil partnership</i>	<i>Living together</i>	<i>Divorced or separated</i>	<i>Widowed</i>	<i>Yes</i>	<i>No</i>	<i>White</i>	<i>BME</i>
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Yes	154 45%	44 54%	68 39%	14 52%	14 45%	14 54%	47 43%	107 46%	148 45%	5 41%
No	101 30%	13 16%	67 38%	5 20%	10 32%	6 24%	30 27%	70 31%	96 29%	5 38%
Don't know	85 25%	25 31%	40 23%	7 27%	7 24%	6 22%	32 29%	53 23%	83 25%	3 21%

Analysis...: QPS9a. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "I have confidence in the work of the Ombudsman"

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Agree strongly	78 23%	21 26%	26 21%	31 22%	7 12%	32 27%	38 23%	35 22%	43 24%	18 21%	19 18%	23 30%	18 23%	37 20%	41 27%	14 19%	64 24%
Agree slightly	160 47%	38 47%	54 44%	68 50%	26 47%	57 47%	77 47%	80 50%	80 45%	48 58%	48 46%	31 41%	32 42%	97 52%	63 41%	40 55%	120 45%
Disagree slightly	24 7%	3 4%	11 9%	10 7%	5 8%	5 5%	14 9%	13 8%	12 6%	4 5%	7 7%	7 9%	6 8%	11 6%	13 8%	5 7%	19 7%
Disagree strongly	11 3%	3 4%	4 3%	4 3%	- -	2 2%	9 6%	9 5%	2 1%	2 3%	4 4%	3 4%	2 3%	6 3%	5 3%	1 1%	11 4%
Don't know	67 20%	15 19%	27 23%	25 18%	18 33%	24 20%	25 15%	25 15%	43 24%	11 13%	26 25%	13 17%	18 24%	36 19%	31 20%	14 19%	54 20%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	237 70%	58 73%	80 65%	99 72%	33 59%	89 74%	116 71%	115 71%	122 68%	66 79%	67 65%	55 71%	49 65%	133 71%	104 68%	54 74%	184 69%
DISAGREE	36 10%	7 8%	15 12%	14 10%	5 8%	8 6%	23 14%	21 13%	14 8%	7 8%	11 10%	10 12%	9 11%	17 9%	18 12%	6 8%	30 11%

Analysis...: QPS9a. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "I have confidence in the work of the Ombudsman"

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Agree strongly	78 23%	19 23%	43 25%	- -	4 14%	11 42%	29 26%	48 21%	71 22%	6 48%
Agree slightly	160 47%	41 50%	79 45%	15 59%	17 56%	8 29%	44 40%	115 50%	154 47%	6 47%
Disagree slightly	24 7%	6 7%	7 4%	6 23%	3 11%	2 9%	13 12%	11 5%	24 7%	- -
Disagree strongly	11 3%	- -	9 5%	1 5%	1 2%	1 3%	7 7%	4 2%	11 3%	- -
Don't know	67 20%	16 19%	38 22%	3 13%	5 17%	5 18%	16 14%	51 22%	66 20%	1 5%
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
AGREE	237 70%	60 73%	122 70%	15 59%	21 70%	18 71%	73 67%	163 71%	225 69%	12 95%
DISAGREE	36 10%	6 7%	15 9%	7 28%	4 13%	3 12%	20 19%	15 7%	36 11%	- -

Analysis...: QPS9b. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "The Ombudsman is impartial"

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Agree strongly	109 32%	31 38%	39 32%	39 28%	13 24%	39 32%	56 34%	47 30%	61 34%	35 42%	26 25%	23 30%	24 32%	61 33%	47 31%	19 26%	89 34%
Agree slightly	160 47%	33 41%	58 48%	68 50%	28 51%	53 44%	79 48%	83 51%	77 43%	38 45%	57 54%	32 41%	34 45%	94 50%	66 43%	48 66%	112 42%
Disagree slightly	19 6%	4 6%	5 4%	9 7%	2 3%	10 8%	7 4%	10 6%	10 5%	3 4%	4 4%	5 6%	7 10%	7 4%	12 8%	2 3%	17 6%
Disagree strongly	11 3%	1 1%	3 3%	7 5%	1 2%	3 2%	7 4%	7 4%	4 2%	2 2%	5 5%	3 4%	1 2%	7 4%	4 3%	1 1%	10 4%
Don't know	41 12%	11 13%	16 13%	15 11%	11 19%	16 13%	15 9%	14 9%	27 15%	6 7%	12 11%	15 19%	9 12%	18 9%	24 15%	3 4%	38 14%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	269 79%	64 80%	97 80%	107 78%	42 75%	93 76%	135 82%	130 81%	138 77%	73 87%	83 80%	55 71%	58 77%	156 83%	113 74%	67 92%	202 75%
DISAGREE	30 9%	6 7%	9 7%	16 12%	3 6%	13 11%	14 9%	16 10%	14 8%	5 6%	9 9%	8 10%	9 11%	14 7%	16 11%	3 4%	27 10%

Analysis...: QPS9b. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "The Ombudsman is impartial"

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Agree strongly	109 32%	29 35%	56 32%	3 10%	10 34%	11 41%	39 36%	69 30%	103 32%	6 43%
Agree slightly	160 47%	40 49%	79 45%	16 62%	14 47%	10 40%	44 40%	115 50%	154 47%	6 49%
Disagree slightly	19 6%	3 4%	8 4%	4 14%	3 9%	2 7%	10 9%	9 4%	19 6%	- -
Disagree strongly	11 3%	1 1%	6 4%	2 9%	1 2%	1 3%	6 6%	5 2%	11 3%	- -
Don't know	41 12%	9 11%	26 15%	1 5%	2 7%	3 10%	10 10%	31 13%	40 12%	1 8%
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
AGREE	269 79%	69 84%	135 77%	19 72%	25 81%	21 80%	83 76%	185 80%	257 79%	12 92%
DISAGREE	30 9%	4 5%	14 8%	6 23%	4 12%	2 9%	16 15%	14 6%	30 9%	- -

Analysis...: QPS9c. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "I feel I could approach the Ombudsman if I needed to"

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Agree strongly	156 46%	51 64%	45 37%	60 43%	28 51%	53 44%	75 46%	74 46%	83 46%	43 51%	43 41%	32 41%	39 52%	86 46%	71 46%	31 43%	125 47%
Agree slightly	143 42%	24 29%	61 50%	59 43%	20 36%	53 44%	70 43%	66 41%	78 43%	34 41%	46 44%	34 44%	30 39%	80 43%	64 42%	36 50%	107 40%
Disagree slightly	18 5%	3 4%	6 5%	8 6%	3 6%	6 5%	8 5%	14 9%	4 2%	3 3%	6 6%	6 8%	3 4%	9 5%	9 6%	2 3%	16 6%
Disagree strongly	7 2%	- -	3 2%	4 3%	- -	1 1%	6 3%	4 3%	2 1%	1 1%	3 2%	2 2%	1 2%	4 2%	3 2%	1 1%	6 2%
Don't know	16 5%	3 3%	7 6%	6 5%	4 6%	8 7%	5 3%	4 2%	12 7%	3 3%	6 6%	4 5%	3 4%	9 5%	7 5%	2 3%	14 5%
	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
AGREE	300 88%	75 93%	106 87%	119 86%	48 87%	106 88%	145 89%	139 87%	161 90%	77 92%	89 85%	65 85%	69 91%	165 88%	134 88%	68 93%	232 87%
DISAGREE	24 7%	3 4%	9 7%	12 9%	3 6%	7 6%	14 8%	18 11%	6 4%	4 5%	9 8%	8 10%	4 5%	13 7%	12 8%	3 4%	22 8%

Analysis...: QPS9c. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "I feel I could approach the Ombudsman if I needed to"

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Agree strongly	156 46%	41 50%	79 45%	11 43%	15 49%	10 37%	46 42%	110 48%	146 45%	10 74%
Agree slightly	143 42%	32 39%	74 42%	10 38%	15 49%	13 48%	48 44%	95 41%	140 43%	3 26%
Disagree slightly	18 5%	6 7%	8 5%	3 10%	- -	1 5%	6 6%	12 5%	18 5%	- -
Disagree strongly	7 2%	- -	4 2%	1 5%	1 2%	1 3%	5 5%	2 1%	7 2%	- -
Don't know	16 5%	3 4%	10 5%	1 5%	- -	2 7%	4 4%	12 5%	16 5%	- -
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
AGREE	300 88%	73 89%	154 88%	21 81%	30 98%	22 86%	94 86%	205 89%	286 88%	13 100%
DISAGREE	24 7%	6 7%	12 7%	4 15%	1 2%	2 7%	11 10%	13 6%	24 7%	- -

Analysis...: QPS9d. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "I don't know much about what they do"

Break.....: c26:c9:c2:c3:c5

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Region			Age 2			Gender		Social grade						Welsh speaker	
		North Wales	Mid & SW Wales	The Valleys & SE Wales	16-34	35-54	55+	Male	Female	AB	C1	C2	DE	ABC1	C2DE	Yes	No
Base																	
Unweighted	347	62	157	128	51	100	196	156	191	88	106	77	76	194	153	81	266
Weighted	340	81	122	138	55	121	164	161	179	83	104	77	76	187	153	73	267
Agree strongly	64 19%	17 21%	25 21%	22 16%	14 25%	24 20%	26 16%	25 16%	39 22%	12 15%	23 22%	14 18%	15 20%	35 19%	29 19%	11 15%	53 20%
Agree slightly	149 44%	40 50%	49 40%	61 44%	23 41%	50 41%	76 47%	71 44%	78 44%	38 46%	44 43%	34 44%	33 43%	83 44%	67 43%	38 51%	112 42%
Disagree slightly	75 22%	16 19%	26 22%	33 24%	11 20%	28 23%	36 22%	44 27%	31 17%	23 27%	17 16%	18 24%	17 22%	40 21%	35 23%	14 19%	61 23%
Disagree strongly	40 12%	8 10%	16 13%	15 11%	4 7%	14 11%	22 13%	18 11%	22 12%	8 10%	16 15%	8 10%	8 10%	24 13%	15 10%	8 12%	31 12%
Don't know	13 4%	- -	5 4%	8 5%	4 6%	5 4%	4 2%	3 2%	10 5%	2 2%	4 4%	3 4%	4 5%	6 3%	7 5%	2 2%	11 4%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AGREE	213 63%	57 70%	74 61%	82 60%	36 66%	74 61%	102 63%	96 60%	117 65%	50 61%	67 65%	47 62%	48 63%	117 63%	96 62%	49 67%	164 61%
DISAGREE	115 34%	24 30%	43 35%	48 35%	15 28%	42 34%	58 35%	62 38%	53 29%	31 37%	33 32%	26 34%	24 32%	64 34%	51 33%	23 31%	92 34%

Analysis...: QPS9d. To what extent do you agree or disagree with the following statements about the Public Services Ombudsman for Wales? - "I don't know much about what they do"

Break.....: c12:c11:c31

Filter.....: All Respondents

Weight...: WT1(w100)

Cells.....: Counts, Break %, Respondents

Text.....: This table only includes those aware of the Public Services Ombudsman for Wales

	Total	Marital status					Limiting Illness/Disability		Ethnicity	
		Single	Married or civil partnership	Living together	Divorced or separated	Widowed	Yes	No	White	BME
Base										
Unweighted	347	77	178	25	35	32	115	231	332	14
Weighted	340	82	175	26	30	26	109	230	327	13
Agree strongly	64 19%	14 16%	31 18%	2 9%	12 40%	5 20%	13 12%	51 22%	60 18%	4 31%
Agree slightly	149 44%	34 41%	77 44%	12 48%	13 42%	13 49%	51 47%	98 43%	144 44%	5 36%
Disagree slightly	75 22%	24 29%	39 22%	6 22%	2 7%	4 16%	25 23%	50 22%	74 23%	1 10%
Disagree strongly	40 12%	6 7%	22 13%	6 22%	3 11%	3 12%	14 13%	24 11%	37 11%	3 24%
Don't know	13 4%	5 6%	7 4%	- -	- -	1 3%	6 5%	7 3%	13 4%	- -
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
AGREE	213 63%	47 58%	108 62%	15 56%	25 82%	18 69%	64 59%	149 65%	204 62%	9 67%
DISAGREE	115 34%	30 36%	61 35%	11 44%	5 18%	7 28%	40 36%	74 32%	110 34%	4 33%

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