

Office of the Ombudsperson at UVic

Ombuds User Survey

1. Was it easy to connect with the ombuds office?

a. Yes

b. No

Comments

2. Was the role of the ombuds office explained to you clearly?

a. Yes

b. No

Comments

3. If you asked for your name not to be identified, was your concern handled in a confidential manner by the ombudsperson?

a. Yes

b. No

Comments

4. Did the ombudsperson demonstrate impartiality (e.g. objectivity, even-handedness) in dealing with your concerns?

a. Yes

b. No

Comments

5. What were your expectations at the time of initial consultation with the ombuds office?
- a. To acquire information
 - b. To facilitate communication with others
 - c. To determine if my concerns had been handled fairly
 - d. To identify options so that I could handle the problem myself
 - e. For the ombudsperson to intervene and to assist with the resolution of the problem
 - f. Other (please specify)

6. Did the ombudsperson deal with your concern fairly?
- a. Yes
 - b. No
- Comments

7. Was your concern dealt with efficiently by the ombudsperson?
- a. Yes
 - b. No
- Comments

8. Were you treated with respect by the ombudsperson?
- a. Yes
 - b. No
- Comments

9. If you had another concern or complaint, would you contact the ombuds office again?

a. Yes

b. No

Comments

10. How would you rate your experience with the ombuds office?

a. Excellent

b. Very good

c. Good

d. Average

e. Poor

f. Unacceptable

Comments

Thank you for your input.

Credit: The questions used for this survey were developed by the office of the ombudsperson at Ryerson University.