

Complaint Investigator Survey

Investigator Name:	System:	Case No.	Date:
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The following items relate to the complaint investigation process. We use this information to continuously improve the process. Please rate each item to indicate your level of satisfaction with the complaint investigation in which you have participated. Circle your response to show:

0 = No Opinion or Not Applicable; 1=Strongly Agree; 2=Agree; 3=Disagree; 4=Strongly Disagree.

Please provide comments at the end for any items for which you have indicated disagreement.

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|---|---|---|---|---|---|
| 1. The issues identified in the complaint initiation letter guided the focus of the investigation. | 0 | 1 | 2 | 3 | 4 |
| 2. The investigator communicated clearly and made requests for information pertinent to the issues identified in the investigation. | 0 | 1 | 2 | 3 | 4 |
| 3. I was given ample opportunity to present information regarding my position. | 0 | 1 | 2 | 3 | 4 |
| 4. I had the opportunity to express concerns. | 0 | 1 | 2 | 3 | 4 |
| 5. I had the opportunity to offer solutions to the problems. | 0 | 1 | 2 | 3 | 4 |
| 6. The investigator was prepared with questions and directed the interview (by telephone or in person) in an efficient manner. | 0 | 1 | 2 | 3 | 4 |
| 7. The onsite investigation was an important part of the information gathering process. | 0 | 1 | 2 | 3 | 4 |
| 8. The information I presented was accurately represented in the facts and findings. | 0 | 1 | 2 | 3 | 4 |

Please rate the complaint investigator using the same scale as above. Please provide comments at the end for any items for which you have indicated disagreement.

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|---|-----|---|---|---|---|----|
| 1. The investigator communicated in a professional manner throughout the investigation. | 0 | 1 | 2 | 3 | 4 | |
| 2. The investigator created a safe environment, allowing parties an opportunity to express their point of view. | 0 | 1 | 2 | 3 | 4 | |
| 3. The investigator was unbiased and impartial, did not take sides. | 0 | 1 | 2 | 3 | 4 | |
| 4. The investigators clarified points and responded to questions regarding the process. | 0 | 1 | 2 | 3 | 4 | |
| 5. The investigator made an onsite visit. | Yes | | | | | No |
| 6. The investigator refrained from sharing opinions and giving advice. | Yes | | | | | No |

Other Comments:

Please return this survey in the envelope provided