

DJS Research Ltd At The House Of Commons

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In July 2009 DJS Research attended the Ombudsman Servicesâ€™ annual report launch at the House of Commons. The Ombudsman Services deal with complaints against telecoms, energy and surveyor/estate agent companies. Complaints in these sectors have risen a great deal over the last year or so and the serviceâ€™s role as an independent consumer redress scheme remains crucial.

DJS Research was selected to carry out the Ombudsman Servicesâ€™ customer satisfaction research program for 2009. This involved a complete program including questionnaires with enquirers (at the initial stage of the process) and complainants (at the end of the process) as well as with members of the service from the telecoms and energy sectors.

This work compliments our experience of consumer issues across a range of sectors including utilities (e.g. debt management) and healthcare (patient choice). Our experience of customer satisfaction research across a range of sectors allowed us to identify the key drivers of satisfaction with the Ombudsman Services and therefore to prioritise improvements.

The findings of the research were included as a key section in the Ombudsman Servicesâ€™ annual reports.

A full report on the research findings will be made publicly available on the Ombudsman Servicesâ€™ websites:

www.otelo.org.uk/
www.energy-ombudsman.org.uk/
www.surveyors-ombudsman.org.uk/

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