Assessment of satisfaction with process and outcome

This is a survey template for assessing the satisfaction of affected rightsholders with a remediation process and its outcome, without the legal jargon. You can either send it in Word format or integrate it into a platform such as Microsoft Forms.

It's important to translate the survey into the language(s) the affected rightsholders understand. We provide it in English and Swedish.

You should also provide it verbally if affected rightsholders are illiterate.

**Survey on the satisfaction with how the issue was addressed**

Thank you for taking the time to respond to this survey. Your input is invaluable in assessing whether the issue you experienced has been effectively addressed and in identifying lessons for improving how similar issues are addressed in the future. Your feedback also plays a crucial role in reinforcing dialogue and ensuring that your perspectives are heard.

This survey is confidential, and your responses will only be used for aggregated statistics and to improve how future situations are handled.

Questions with an asterisk\* are mandatory.

**Section 1: General information**

1. If you want, please provide a short description of what happened to you (Open-ended)

Write here

1. How were you involved in the process to resolve the issue? \*

Directly affected individual

Representative of affected individuals

Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 2: Satisfaction with the process**

1. To what extent do you agree with the following statements about the process? (Please select one option per row.) \*

| **Statement** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| --- | --- | --- | --- | --- | --- |
| I was informed in a timely manner throughout the process. | [ ] | [ ] | [ ] | [ ] | [ ] |
| I was able to take part throughout the process. | [ ] | [ ] | [ ] | [ ] | [ ] |
| My concerns and opinions were taken into account throughout the process. | [ ] | [ ] | [ ] | [ ] | [ ] |
| The process was conducted fairly and transparently. | [ ] | [ ] | [ ] | [ ] | [ ] |
| I was treated with respect throughout the process. | [ ] | [ ] | [ ] | [ ] | [ ] |

1. What aspects of the process worked well? (Open-ended)

Write here

1. What aspects of the process could be improved? (Open-ended)

Write here

1. Are there any measures that could have been taken to make it easier for you to take part? (Open-ended)

Write here

1. If you were unable to take part, do you know if you could have sent someone else to represent you? (Open-ended)

Write here

**Section 3: Satisfaction with the result**

1. To what extent do you agree with the following statements about the result? (Please select one option per row.) \*

| **Statement** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| --- | --- | --- | --- | --- | --- |
| What was provided and implemented addressed the issue I experienced. | [ ] | [ ] | [ ] | [ ] | [ ] |
| The result was fair and appropriate. | [ ] | [ ] | [ ] | [ ] | [ ] |
| I feel that the issue has been resolved adequately. | [ ] | [ ] | [ ] | [ ] | [ ] |
| I am satisfied with the overall resolution of the issue. | [ ] | [ ] | [ ] | [ ] | [ ] |

1. Was there anything missing from what was provided and implemented? (Open-ended)

Write here

1. Do you feel that the way this situation was addressed will help prevent similar issues in the future? \*

Yes

No

Not sure

1. If no, what additional actions do you think should be taken to help prevent similar issues? (Open-ended)

Write here

**Section 4: Additional Feedback**

1. Would you like to share any additional thoughts or suggestions about how the issue was addressed and resolved? (Open-ended)

Write here

Thank you for your participation! Your feedback is essential in strengthening future responses and ensuring that all voices are heard.