OSC Statutory Survey 2019

Please help us improve our service.

This brief survey is intended to collect information and improve service at various stages of a review or investigation by OSC. Please provide answers to the following questions.

1. Please identify the stage of review or investigation of your complaint, disclosure, or Hatch Act advisory request.
   - [ ] I have received notice from OSC that my complaint, disclosure, or advisory has been received and is in the queue to be reviewed
   - [ ] I have received notice from OSC that my complaint, disclosure, or advisory is being actively reviewed
   - [ ] I have been notified that OSC is taking action in my case such as referring my disclosure for investigation, seeking corrective action for a prohibited personnel practice, or issuing an advisory opinion.
   - [ ] I received a preliminary notice that OSC is closing my case
   - [ ] OSC has closed my case
   - [ ] My case was referred for consideration by the Alternative Dispute Resolution section

2. If OSC closed your case, what was the outcome? (Choose all that apply)
   - [ ] OSC did not have jurisdiction
   - [ ] OSC deferred to the EEO process
   - [ ] OSC did not find a prohibited personnel practice or a personnel action
   - [ ] OSC did not find a substantial likelihood of wrongdoing
   - [ ] Not applicable
   - [ ] Other (please specify)

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3. Please rate your first interaction with OSC staff.
   - Extremely positive
   - Positive
   - Neutral
   - Negative
   - Extremely negative
   - Not applicable

4. We would like to know if OSC was responsive to your calls or emails. Please rate your interaction with OSC staff during the time your case was open.
   - Extremely positive
   - Positive
   - Neutral
   - Negative
   - Extremely negative
   - Not applicable

5. Did you have an opportunity to provide additional information to support your complaint or disclosure?
   - Yes
   - No
   - Not applicable

6. We are interested in whether OSC provided regular updates on your complaint or disclosure. Please rate your satisfaction with the frequency of updates.
   - Exceeded expectations
   - Met expectations
   - Below expectations

7. We are interested in whether OSC provided clear communication about your complaint or disclosure. Please rate the quality of OSC's communication.
   - Extremely helpful

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8. When you received written communication from OSC regarding the decision in your case, did OSC offer you an opportunity to ask questions about it?
   - Yes
   - No
   - Not applicable

9. Was the OSC staff member responsive to your questions about the decision in your case?
   - Yes
   - No
   - Not applicable

10. OSC may not have been able to help you with your complaint or disclosure. Regardless of the outcome, please rate your overall interaction with OSC.
    - Extremely professional
    - Very professional
    - Somewhat professional
    - Not very professional
    - Not at all professional

11. Overall, were you satisfied or dissatisfied with your interaction with OSC?
    - Very satisfied
    - Satisfied
    - Neither satisfied nor dissatisfied
    - Dissatisfied
    - Very dissatisfied

12. What can we do to improve your experience with OSC?