



Report on the Web Survey conducted for the *Citizen Redress* NAO report

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Citizen Redress

CODE SHEET Website census

LSE Public Policy Group

Name of Organisation	Organisation Code
Web address (URL)	Your initials

NOTE:

In the answer fields shown below, you should mark '*YES on the site*' if you find information on the website pages themselves. If you find information in relevant downloadable documents such as 'How to make a complaint' or 'Lodging an appeal', then you should mark the field '*YES in relevant download*'. **YOU SHOULD MARK BOTH IF YOU FIND INFORMATION IN BOTH PLACES**

No	Yes, on the site	Yes, in relevant download
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RELEVANT DOWNLOADABLE DOCUMENTS must be downloads that deal specifically with customer service, complaints, appeals, and tribunals. They should **NOT** include annual reports, corporate reports, business plans, or other Agency related published material.

FILL IN WITH PENCIL AND USE AN ERASER WHERE NECESSARY

SECTION 1

Searching for Agency material on redress

Go to the GOOGLE search engine (www.google.com). Type the words ‘complaint UK name of Agency’ into the search field (e.g. type “complaint UK Inland Revenue” without apostrophes). Run the search and look at the first 5 returns ONLY.

1. Please allocate each result in the Top 5 into the option box below that best describes each output item. (You should mark the first return in column 1, the second return in column 2, the third return in column 3, and so on. You should mark 5 dashes in total unless there is no search engine or if the search returns fewer than 5 results).

:	You should mark only one field per column
	SEARCH RETURN PLACE 1 2 3 4 5
Specific information on the Agency website about how to complain to the Agency <i>(either in HTML or PDF format)</i>	137 returning at least one item of specific information
Specific information on Ombudsman site about how to complain about the Agency www.ombudsman.gov.uk	21 returning at least one item of specific information
Specific information on another UK government agency website (not the Agency website and not the Ombudsman site above) about how to complain to the Agency <i>(please write in the name of the site(s))</i> THIS SITE SHOULD HAVE gov.uk SUFFIX	30 returning at least one item of specific information
General information relating to complaints on the Agency site that is not specifically about how to complain to the Agency <i>(i.e. standards, targets, charters)</i>	33 returning general information but no specific information
General information on complaints on Ombudsman site that is not specifically about how to complain about the Agency <i>(i.e. standards, targets, charters)</i> www.ombudsman.gov.uk	40 returning general information on the Ombudsman’s website
Finder portals or websites explaining <u>specifically</u> how to complain about the Agency (e.g. www.justask.org , www.howtocomplain.com)	24 returning specific information on finder portals
None of the above	79 returning none of the above

2. Question 2 was removed from the survey.

You should now type in the URL of the Agency into your browser (this is written on the front page of this survey form), and go to the homepage of the Agency’s website. When you have found the homepage, you should look for any material relating to citizen redress signposted from the homepage

3. Does the website HOMEPAGE display links to any of the following items/themes?

		<i>No. of agencies</i>
11	Contact / Contacting us/ Getting in touch	241
12	Customer services / customer enquiries	38
13	Complaints / Complaining	30
14	Phrases such as ‘Putting things right’ or ‘Making amends’	5
15	Appeals/ contesting Agency decisions	10

Now find the SEARCH engine facility on or near the homepage. Type the word “complaint” (without apostrophes) into the ‘basic’ search on or near the homepage and look at the first 5 results ONLY.

4. Please allocate each result into the option box below that best describes the output item (As in Q1 above, you should mark the first return in column 1, the second return in column 2, the third return in column 3, and so on. You should mark 5 dashes in total unless there is no search engine or if the search returns fewer than 5 results).

	There is no search engine on this site	89 websites without a search engine
	IF there is a SEARCH facility:	<i>You should mark only one field per column SEARCH RETURN PLACE 1 2 3 4 5</i>
	Section of the website explaining specifically how to complain to the Agency (in HTML or PDF)	119 returning at least one item of specific information
	General information that does not relate specifically to how to make complaints but mentions them in some way (i.e. standards, targets, charters)	25 returning general information only
	Obscure information only loosely related to complaints or complaints procedure (i.e. blank forms or background documents or case-notes)	6 returning obscure information only
	None of the above	27 returning none of the above

Now find the website SITEMAP or A to Z facility, if there is one

5. Does the SITEMAP or A to Z contain links to any of the following items/themes?

		<i>No. of agencies</i>
	There is no site map or A to Z facility	104
21	Contact / Contacting us/ Getting in touch	136
22	Customer services / customer enquiries	36
23	Complaints / Complaining	57
24	Phrases such as 'Putting things right' or 'Making amends'	3
25	Appeals/ Contesting a decision	12

SECTION 2

Coding the language used in Agency complaints material

In this section we are interested in the type of language used by the Agency to relate to and communicate with citizens about making complaints. We would like you to identify particular terms or phrases in the complaints material on the website.

NOTE throughout this section you are asked to identify within the website particular terms or phrases that we have stipulated below. Terms or phrases that you identify within the website may not always match identically with the term or phrase that we have given. You should use reasonable judgement to recognise derivative forms of the terms we have stipulated, or any alternative terms that convey similar meaning

Please look for either a downloadable PDF attachment file or a part of the website that explains what to do if you want to make a complaint against the Agency. **If you find both, then you should mark the first two fields below.**

6. Please indicate which of the following you have found.

		<i>No. of agencies</i>
26	Downloadable file explaining how to make a complaint	40
	Section of the website explaining how to make a complaint	120
	There is no relevant section explaining how to make a complaint	84
	Both a section of the website explaining how to make a complaint AND Downloadable file explaining how to make a complaint	22

IF YOU MARKED EITHER OPTION 1 or 2 ABOVE, YOU SHOULD FILL IN THE FOLLOWING QUESTIONS IN SECTION 2. IF THERE IS NO RELEVANT SECTION (i.e. you mark the third option above), DO NOT FILL IN THE FOLLOWING QUESTIONS and GO STRAIGHT TO SECTION 3.

Reading carefully through the relevant material that you have found on how to make complaints (parts of the website, relevant downloads, or both), please identify examples of language that we stipulate below.

7. Which of the following options *most closely* fits the title of the complaints document you have downloaded or the section on the website you have found?

YOU MAY MARK MORE THAN ONE OPTION IF YOU NEED TO

		<i>No. of agencies</i>
27	How to complain/ Making a complaint	131
	Correcting mistakes	2
	If things go wrong	9
	Putting things right	28
	Making amends	2
	Seeking redress	1
	Something else (<i>please write in below</i>)	40

8. Which of the following options best describes how the Agency refers to the parties involved in the complaint handling?

YOU MAY MARK MORE THAN ONE OPTION IF THERE IS A COMBINATION

How the Agency refers to the person making the complaint

How the Agency refers to itself

		Number of agencies
28	You	162
	Customer	14
	Client	5
	Complainant	15
	Service user (e.g. taxpayer, patient, driver etc.)	2
	Something else	2

		Number of agencies
29	We or us	139
	I or me	1
	The Agency	4
	Name of agency (e.g. <i>Inland Revenue</i>)	81
	Individual units of the Agency (e.g. <i>Customer Services</i>)	15
	Something else	4

For questions 8 to 12, PLEASE MARK MORE THAN ONE FIELD FOR EACH QUESTION IF NECESSARY

9. Can you find any of the following phrases in the main text that describe what the Agency will do for you?

		Number of agencies
30	To resolve/ settle (your complaint)	73
31	To sort out (your complaint)	26
32	To put right	62
33	To make amends	3
34	To say sorry/ apologise	39
35	To give compensation/ compensate (you)	16
36	To learn from mistakes/ to improve or get better	93

10. Can you find any of the following phrases that describe communication between you and the Agency on handling complaints?

		No. of agencies
37	To notify/ inform (you)	76
38	To support/ help/ guide (you)	26
39	To keep (you) informed/ up to date <i>(this should imply regular contact over time)</i>	45
40	To explain (to you)	56
41	To work together/ cooperate (with you)	3

11. Can you find any of the following phrases that characterise the relationship between the Agency and the person who is complaining?

		<i>No. of agencies</i>
42	(Our) responsibility (to you)	6
43	(Our) commitment (to you)	51
44	(Our) duty (to you)	3
45	(You) expect	30
46	(You) deserve/ are entitled to	7
47	(Your) rights/ (you) have a right to	12

12. Can you find any of the following phrases that assure quality of complaints handling by the Agency?

		<i>No. of agencies</i>
48	Standards of service	79
49	Codes of practice	20
50	Charters (e.g. taxpayer charter)	16
51	Benchmarks	1
52	Awards	8
53	Marks/ stamps (e.g. Crystal Mark)	11

13. Can you find any of the following phrases that suggest that the Agency is concerned about reaching excluded groups with its complaints procedure?

		<i>No. of agencies</i>
54	Equal opportunity	11
55	Access	22
56	Choice	1
57	Exclusion/ inclusion	2

14. Can you find any of the following phrases (or derivations) that characterise the way in which the Agency will deal with your complaint?

		No. of agencies
58	Fully/ thoroughly	54
59	Quickly/ speedily/ promptly	84
60	Accurately/ correctly	11
61	Professionally/ competently	24
62	Seriously	41
63	Politely/ courteously/ friendly	38
64	Fairly/ justly	57
65	Independently/ unbiased/ impartially	22
66	Confidentially/ with privacy	42

15. Can you find any of the following phrases that show that the Agency is aware of how the person who is complaining might be feeling?

		No. of agencies
67	Unhappy or dissatisfied	142
68	<i>Question removed</i>	
69	Trouble/ bother/ inconvenience	6
70	Delay/ waste of (your) time	11
71	Worry/ anxiety/ distress	9
72	Uncertainty/ confusion	3
73	Frustration/ impatience	1
74	Disappointment	5

SECTION 3

Coding enquiries and complaints material

In this section we are interested in details and guidance available that helps citizens to find access to customer service and complaints. You should look for specific information here on enquiries and complaints.

Customer enquiries

16. Which of the following options are available for you to contact the Agency with general enquiries?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in a downloadable format</i>
75	Enquiry postal address	23	225	8	10
76	Enquiry telephone number	19	229	6	12
77	Information on call charge rates for enquiry numbers or help lines	254	10	1	1
78	Information on calling hours for enquiry numbers or help lines	215	48	2	1
79	Enquiry email address	47	205	7	6
80	Online enquiry form on the website	166	98	Na	Na
81	Telephone number of named customer enquiry staff <i>(this must be positioned close to customer service facilities)</i>	223	39	1	2
82	Email addresses of named customer enquiry staff <i>(this must be positioned close to customer service facilities)</i>	223	39	1	2

17. Does the website give you information on local or regional offices of the Agency?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
83	Postal address on local or regional offices	151	102	6	7
84	Telephone number of local or regional offices	156	97	6	7
85	Email contact details for local or regional offices	195	64	2	5

18. Can you find any of the following customer enquiry information on the website?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
86	Statement about service standards (<i>i.e. Taxpayer Charter or Citizen Charter</i>)	137	83	38	7
87	Service standards targets set by the agency (<i>e.g. proportion of phone calls answered within a certain time limit</i>)	159	62	40	4
88	Information on performance against service targets set by the Agency	182	45	36	2
89	Results of customer satisfaction survey (or market research) completed by the agency or about the agency	216	22	25	2

Complaints

YOU SHOULD NOW RETURN TO THE SPECIFIC MATERIAL ON HOW TO COMPLAIN TO THE AGENCY

19. Which of the following options are available for you to make a complaint to the Agency?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
90	General complaints postal address	131	101	24	8
91	General complaints telephone number	149	88	19	8
92	General complaints email	153	88	17	6
93	<u>Named</u> email address for online complaints	220	37	6	1

20. Does the Agency give any of the following information about complaints?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
94	What must be included with any complaint (<i>e.g. documents, ID number</i>)	196	46	17	5
95	A statement on the value or importance of complaints to the agency	158	77	21	8
96	How the complaint will be handled by the Agency (<i>i.e. brief overview of the process</i>)	123	103	29	9
97	Statement on which parts of the agency handle complaints (<i>i.e. individuals units or parts of the Agency that will handle complaints</i>)	135	98	23	8

21. Does the Agency give any of the following information about what you can expect from the Agency's handling of your complaint?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
98	Acknowledgement of your complaint (i.e. the Agency tells you that they will acknowledge receipt of your complaint)	136	90	29	9
99	Contacts for tracking progress of your complaint (e.g. does the Agency mention that you will be appointed a case officer?)	211	37	13	3
100	Statement on possible financial compensation you could receive from the Agency	236	15	11	2
101	Statement on any non-financial compensation (e.g. formal apologies) you could receive from the Agency	232	19	12	1

22. Does the Agency give commitment on time taken to acknowledge receipt of your complaint?

NOTE: MAKE A JUDGEMENT ABOUT WHETHER THESE ARE AIMS OR FIRM COMMITMENTS, AND MARK ACCORDINGLY

Acknowledgement time

	<i>Commitment</i>
No statement on time	178
Next day	8
Within 2 days	24
Within 4 days	20
Within 1 week	16
Within 2 weeks	15
More than 2 weeks	3

Decision or resolution time

	<i>Commitment</i>
No statement on time	194
Within 1 month	69
Within 2 months	1
Within 3 months	0
Within 4 months	0
Within 5 months	0
Within 6 months	0
More than 6 months	0

23. Does the website provide any of the following information to help you to take your complaint further inside the Agency?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
104	Job title at the agency to which you can direct further complaints <i>(e.g. Complaints Manager, Customer Service Director, Chief Executive)</i>	133	91	27	13
105	Name of a senior person at the Agency <i>(this must be given in connection with complaints procedure)</i>	207	44	7	6
106	Telephone number of a senior person at the Agency <i>(this must be given in connection with complaints procedure)</i>	222	31	7	4
107	Email contact details of a senior person at the Agency <i>(this must be given in connection with complaints procedure)</i>	227	26	7	4

24. Can you find any indication of when the information on complaints was last updated?
(i.e. you should look for a 'last modified' on the page of the website or a date on the document)

108		<i>No. of agencies</i>
	No date found	187
	During the last week	6
	During the last 2 weeks	1
	During the last month	4
	During the last 3 months	7
	During the last 6 months	14
	More than 6 months ago	45

25. Does the website give any of the following information about complaints?

NOTE you may find these in the Annual Reports or other documents

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
109	Numbers of complaints processed by the organisation for the previous year	217	29	19
110	Number of complaints resolved for the previous year	229	22	14
111	More detailed statistical presentation of volume of complaints over recent years	242	12	11

ACTION 4

Coding intermediate complaints bodies

IMPORTANT

If you are not satisfied with the way your complaint has been handled by the Agency, then it may be the case that there will be an intermediate body that will consider your complaint. This section covers these intermediate bodies that handle complaints after the Agency and before the Ombudsman (see Section 5)

26. Can you find reference to any of the following bodies in the material on complaints?

		<i>Number of agencies</i>
112	NONE FOUND	210
	The Adjudicator	17
	Independent Case Examiner	1
	Independent Complaints Reviewer	7
	Complaints Authority <i>(i.e. police complaints authority)</i>	1
	Independent Review	5
	Complaints Mediator	8
	Other <i>(please write in the name of the body mentioned dealing with complaints)</i>	15

If NONE FOUND, go to the next section on the OMBUDSMAN (Section 5). If you found references to one of these bodies, complete the questions below and then go to Section 5.

27. Does the website give any of the following information on services provided by this body that you have found?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and in downloadable format</i>
113	Statement explaining why you should contact this body <i>(i.e. if you are not satisfied with the Agency response to your complaint)</i>	4	32	12	7
114	Information on how this body will deal with your complaint	21	22	7	5
115	Statement on what you should have done already before you have got to this stage <i>(i.e. you should have been through the Agency complaints procedure)</i>	13	27	8	7
116	Statement on the possible remedies available by taking your complaint to this body	38	11	4	2

28. Does the Agency give any of the following information about this body that you have found?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and downloadable format</i>
117	Postal address details	18	21	11	5
118	Telephone contact details	34	12	4	5
119	Email contact details	34	12	4	5
120	Website link	41	13	Na	Na

SECTION 5

Office of the Parliamentary Commissioner for Administration PCA (commonly known as the Ombudsman)

If citizens are not satisfied with the way the Agency has handled complaints or intermediate bodies, they can refer complaints to the Office of the Parliamentary Commissioner for Administration PCA (known as the Ombudsman). Agency websites should therefore give details on when and how to contact the Ombudsman.

Go to the Agency website search engine once again. Type in ‘ombudsman’ and look at the first 5 results that are returned

29. Please allocate each result into the option box below that best describes the output item. (mark one dash for each Top 5 return – you should mark 5 dashes in total unless there is no search engine or if the search returns fewer than 5 results))

	No search engine on this site	89
	IF there is a SEARCH facility:	You should mark only one field for each column
	Section of the website relating specifically to making complaints to the Ombudsman about the Agency	72 returning at least one item of specific information
	General information that does not relate specifically to making complaints to the Ombudsman, but refers to the Ombudsman in some way (<i>e.g. annual report</i>)	25 returning general information only
	None of the above	80 returning none of the above

30. Does the website give any of the following information on Ombudsman services?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and downloadable format</i>
126	Statement explaining why you should contact the Ombudsman (<i>i.e. if you are not satisfied with the Agency response to your complaint</i>)	150	82	24	9
127	Information on how the Ombudsman will deal with your complaint	212	34	15	4
128	Statement on the possible remedies available by taking your complaint to the Ombudsman	250	10	4	1

31. Does the Agency give any of the following information about the Ombudsman service?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and downloadable format</i>
130	Postal address details	204	41	14	6
131	Telephone contact details	207	38	15	5
132	Email contact details	231	22	8	4
133	Website details or electronic link to the Ombudsmen's website	212	53	Na	Na

SECTION 6

Coding appeals against Agency decisions

Many of the agencies in this survey handle appeals lodged by citizens against substantive decisions by agencies. This section of the survey examines agency websites for material and guidance on appeals.

Go back to the website search engine. Type in the following ‘appeal’ and look at the first 5 results that are returned

32. Please allocate each result into the option box below that best describes the output item. (mark one dash for each Top 5 return – you should mark 5 dashes in total unless there is no search engine or if the search returns fewer than 5 results))

	No search engine on this site	89
	IF there is a SEARCH facility:	You should mark only one field per column SEARCH RETURN PLACE
	Section of the website or PDF material relating specifically to how to appeal against an Agency decision	36 returning at least one item of specific information
	General information that does not relate specifically to making appeals, but refers to them in some way (e.g. annual report, forms, background documents, or case-notes)	35 returning general information only
	None of the above	106

Go to the website search engine once again. Type in the following ‘tribunal’ and look at the first 5 results that are returned

33. Please allocate each result into the option box below that best describes the output item. (mark one dash for each Top 5 return – you should mark 5 dashes in total unless there is no search engine or if the search returns fewer than 5 results))

No search engine on this site	89
IF there is a SEARCH facility:	SEARCH RETURN PLACE 1 2 3 4 5
Section of the website or PDF material relating specifically to taking your case to tribunal	15 returning at least one in this category
General information that does not relate specifically to taking your case to tribunal, but refers to it in some way (e.g. <i>annual report, forms, background documents, or case-notes</i>)	27 returning general information only
None of the above	135

Search carefully for reference or material explaining how to make an appeal against a decision by the Agency. This material may refer to ‘appeals’ or ‘tribunals’. You might want to check in the following places:

- **A to Z**
- **Sitemap**
- **Publications section**

IMPORTANT – Relevant bodies or units for contesting agency decisions may not have the words ‘appeal’ or ‘tribunal’ in their title. For example, the appeal body for the Legal Services Commission is known as Funding Review Committees. The appeal body for the Inland Revenue is known as the General Commissioners

YOU SHOULD THEREFORE SEARCH CAREFULLY FOR THE RELEVANT BODIES HANDLING APPEALS AGAINST AGENCY DECISIONS

34. Please tick the relevant words appearing in the name of the body handling first appeals against a decision by the Agency

FOR EXAMPLE

- **The Funding Review Committee handles appeals against decisions made by the Legal Services Commission. You should therefore tick the fields ‘Review’ and ‘Committee’ below.**
- **The General Commissioners handle appeals against decisions made by Inland Revenue. You should therefore tick the field ‘Commissioner(s)’**

		No. of agencies
144	NO RELEVANT BODIES FOUND	211
	Service	2
	Tribunal(s)	26
	Commission(s)	1
	Committee(s)	4
	Review or Reviewer(s)	6
	Panel(s)	2
	Commissioner(s)	4
	Assessor(s)	0
	Mediator(s)	0
	None of the above <i>(please write in below)</i>	11

35. Does the Agency give you any of the following information for putting you in touch with this body you have coded? (*this body may be part of the particular Agency you are looking at*)

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>	<i>Yes, on the website and downloadable format</i>
145	A statement explaining what to do if you want to appeal or contest a decision taken by the Agency	15	30	10	1
146	Information to clarify <u>under what circumstances</u> you should make an appeal against a decision by the Agency (<i>i.e. when you want to contest a decision of the Agency</i>)	13	30	12	1
147	Refers you to a body that can deal with your appeal (<i>i.e. gives you the name</i>)	14	28	13	1

36. Does the website provide any of the following contact details for appeals or tribunal bodies?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
148	Postal address details	29	20	7
149	Telephone contact details	32	16	8
150	Email contact details	38	11	7
151	Link to website of appeal or tribunal body	39	13	3

37. Does the Agency give you any of the following general information on costs to you involved in seeing through an appeal?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
152	Guidance on how much the whole appeal process is likely to cost you in financial terms (<i>i.e. general estimates</i>)	47	6	3
153	Information on whether it is necessary to pay an administrative fee (<i>i.e. sum of money</i>) for your appeal or tribunal	46	6	4
154	Statement on how long an appeal is likely to take?	41	10	5
155	Guidance on evidence you need to make an appeal	43	8	5
156	Guidance on making personal representations before committees (<i>i.e. does the Agency tell you whether you should attend in person or present personal statements to an appeals committee?</i>)	48	4	4
157	Statement on the degree of independence of the appeals body from the agency (<i>i.e. is the appeals body part of the agency?</i>)	38	12	6

38. Can you find any of the following information on availability of support or guidance for appealing against an Agency decision?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
158	Guidance on where to seek advice about going to appeal or tribunal	40	11	5
159	Link to the Council-on-Tribunals website	50	6	0
160	Links to Citizens Advice Bureau	50	5	Na
161	Link to other advice or support websites (<i>i.e. www.justask.org or www.howtocomplain.com</i>)	49	7	Na

39. Does the Agency give you any of the following information about making appeals against a decision made by the Agency?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
162	Information on numbers of appeals resolved in recent years	45	7	4
163	Information on numbers of appeals processed in recent years	44	8	4

40. Can you find any of the following information explaining how to take you case further if you are unhappy with the appeal?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
164	Guidance on when you should take your case further after appeal (<i>e.g. to further appeals bodies or High Court</i>)	39	11	6
165	Does the Agency explain what steps you should have already taken before you take your case further	41	8	7

41. Does the website provide any redress information or material in foreign languages?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
166	Telephone details for further information about when you can get information	222	38	4
167	Customer services or support	229	31	5
168	Making complaints	231	27	5
169	Information on how to appeal or use tribunals	249	12	4

42. IF you can find foreign languages, which languages can you find?

170	Welsh	53
	EU language	13
	Arabic	17
	Bengali	15
	Chinese	20
	Gujarati	15
	Hindi	10
	Somali	9
	Urdu	14
	Vietnamese	12
	Other	18

43. Can you find any of the following information on the website for partially sighted or blind people?

		<i>NO</i>	<i>Yes, on the website</i>	<i>Yes, in relevant download</i>
171	Telephone details for further information about information for partially sighted people	251	13	2
172	Customer services or support	253	10	3
173	Making complaints	254	8	3
174	Information on how to appeal or use tribunals	264	1	