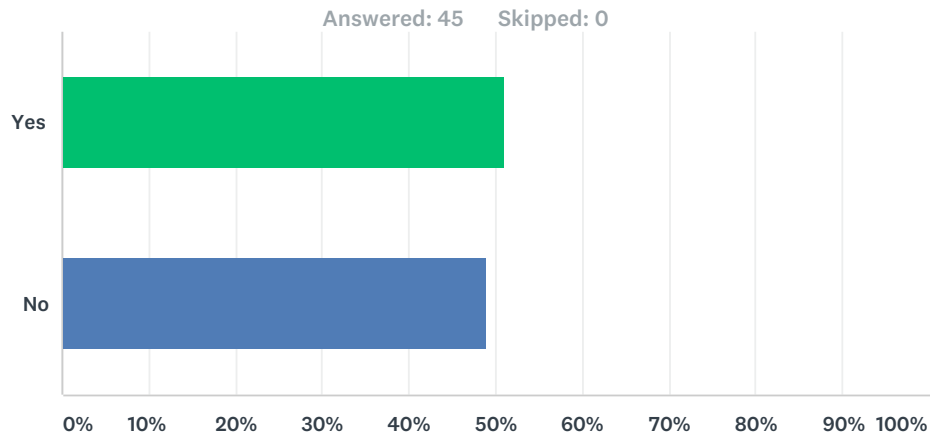
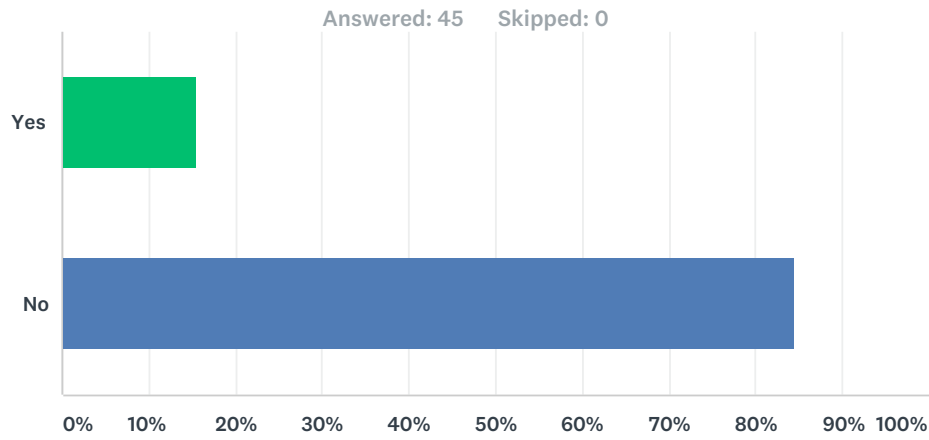


Q1 Are you aware we have complaints and appeals procedures?



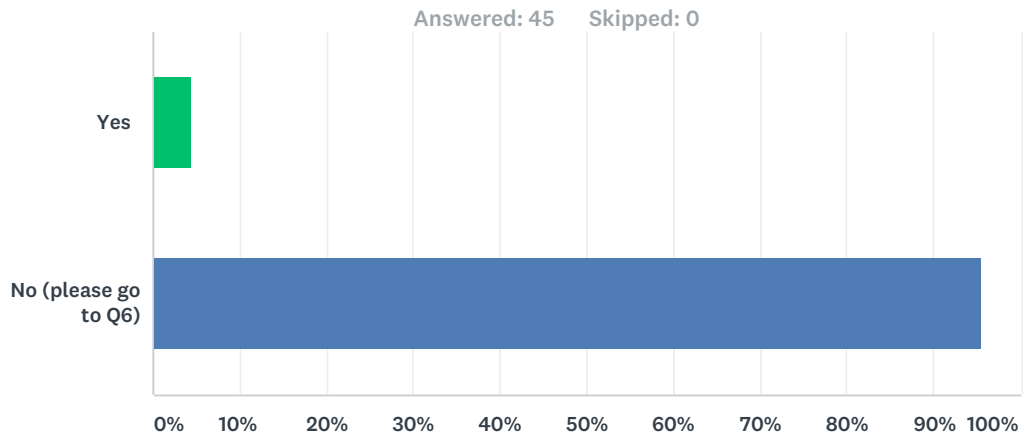
| Answer Choices | Responses | |
|----------------|---------------|-----------|
| Yes | 51.11% | 23 |
| No | 48.89% | 22 |
| Total | | 45 |

Q2 Are you aware of the complaints flowchart on our website?



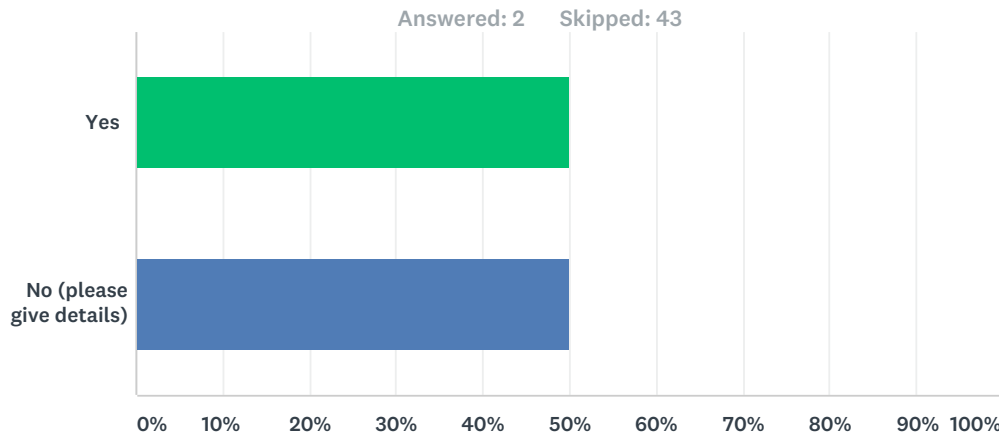
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 15.56% 7 |
| No | 84.44% 38 |
| Total | 45 |

Q3 Have you ever appealed your results score?



| Answer Choices | Responses | |
|----------------------|---------------|-----------|
| Yes | 4.44% | 2 |
| No (please go to Q6) | 95.56% | 43 |
| Total | | 45 |

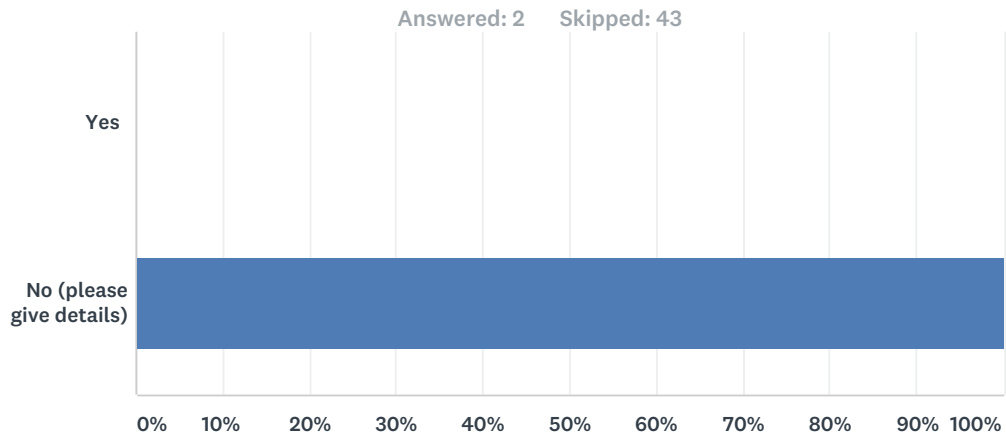
Q4 If yes, were you happy with the timeliness of how your appeal was dealt with?



| Answer Choices | Responses | |
|--------------------------|-----------|----------|
| Yes | 50.00% | 1 |
| No (please give details) | 50.00% | 1 |
| Total | | 2 |

| # | No (please give details) | Date |
|---|---|--------------------|
| 1 | No one pays any attention to such appeals as whole idea is to extract and make money and no relation with education and serious/careful review of answers. Most answers are cooked up answers certain people like | 7/11/2017 12:05 PM |

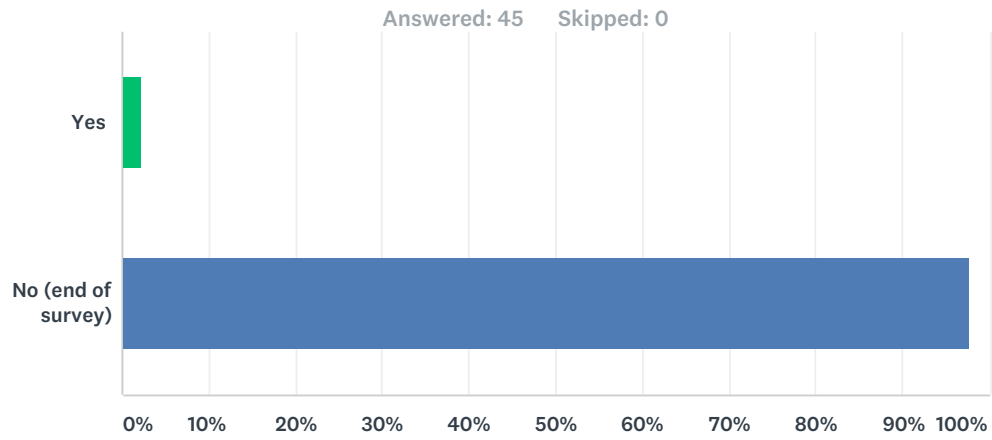
Q5 Were you happy with the response to your appeal?



| Answer Choices | Responses |
|--------------------------|-----------|
| Yes | 0.00% 0 |
| No (please give details) | 100.00% 2 |
| Total | 2 |

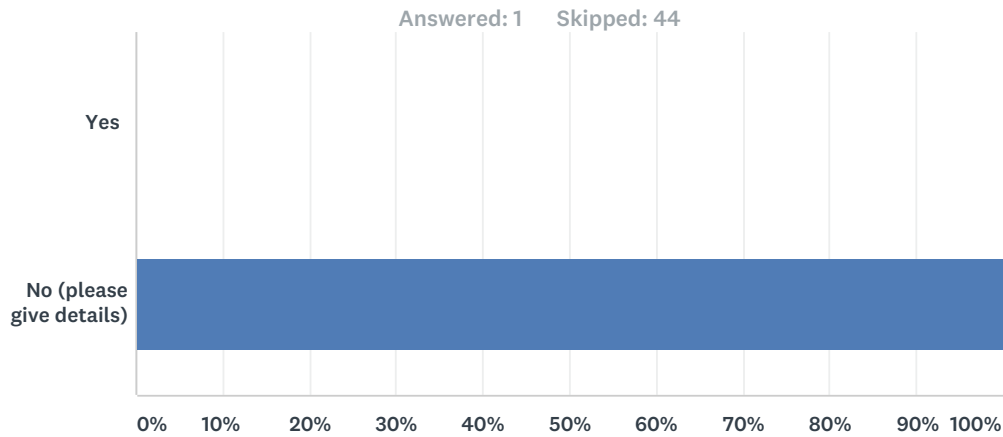
| # | No (please give details) | Date |
|---|---|--------------------|
| 1 | response considered wrong because of terminology not actual diagnosis even though taken from popular commonly used but American book. | 7/13/2017 11:56 AM |
| 2 | As above | 7/11/2017 12:05 PM |

Q6 Have you ever sent a complaint to the scheme?



| Answer Choices | Responses | |
|--------------------|---------------|-----------|
| Yes | 2.22% | 1 |
| No (end of survey) | 97.78% | 44 |
| Total | | 45 |

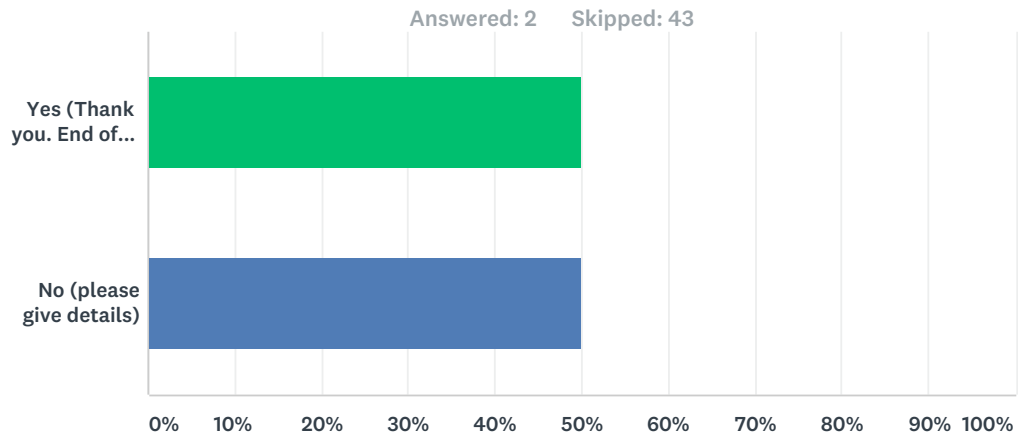
Q7 If yes, were you happy with the timeliness of how your complaint was dealt with?



| Answer Choices | Responses |
|--------------------------|-----------|
| Yes | 0.00% 0 |
| No (please give details) | 100.00% 1 |
| Total | 1 |

| # | No (please give details) | Date |
|---|--------------------------|--------------------|
| 1 | As above | 7/11/2017 12:05 PM |

Q8 Were you happy with the response to your complaint?



| Answer Choices | Responses |
|--------------------------------|-----------|
| Yes (Thank you. End of survey) | 50.00% 1 |
| No (please give details) | 50.00% 1 |
| Total | 2 |

| # | No (please give details) | Date |
|---|--------------------------|--------------------|
| 1 | See above | 7/11/2017 12:05 PM |

Q9 Any further comments

Answered: 6 Skipped: 39

| # | Responses | Date |
|---|--|--------------------|
| 1 | None | 7/13/2017 3:46 PM |
| 2 | None no use | 7/11/2017 12:05 PM |
| 3 | Good | 7/4/2017 12:18 PM |
| 4 | No comment. | 7/4/2017 11:32 AM |
| 5 | Generally an excellent Scheme. | 7/4/2017 11:15 AM |
| 6 | If we come to the problem point it is vital that there is some review (we used to have a three wise men scheme I don't know if it is existant) to look at the cases- as we become more specialised people are judged on things they do not normally do. eg misc includes head and neck | 7/4/2017 11:10 AM |