

# Client Satisfaction Survey Results

General Division

EI: Dec 9 – Feb 29, 2020

IS: Jan 14 – Feb 29, 2020

Overall Satisfaction

## 86%

Satisfaction

EI: 88%  
IS: 78%

Response Rate

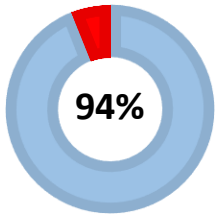
49%  
32%

Participants

179  
40

Margin of Error

± 5% 19/20 times

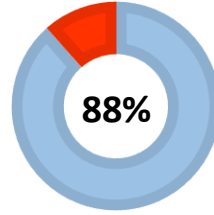


94%

**Q1 Appeal process easy to understand**



Within the 93% who agreed the process was easy to understand, distinct subgroups found it easy only after either: repeated reading of SST materials which they found to be technical; getting help from a support person; contacting the call centre; or receiving an explanation from the member at the hearing.



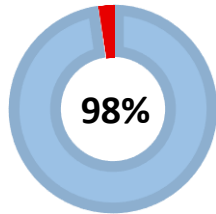
88%

**Q2 Forms, letters, emails easy to understand**



Nearly 9 in 10 found correspondence easy to understand but a consistent minority, possibly reflecting varying literacy levels, highlighted issues:

- Emails were voluminous and difficult to understand in isolation
- Materials are not available in their native, non-official language
- Legal terminology
- Notices to appear are not always timely

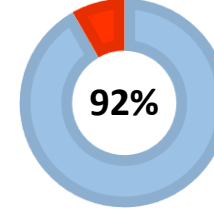


98%

**Q3 Treated with courtesy and respect**



A very high combined percentage confirmed that they were treated with courtesy and respect throughout their appeals process.

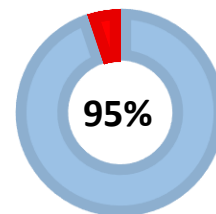


92%

**Q4 Tribunal handled appeal quickly**



The widest variance between EI and IS appellants is their satisfaction with the timeliness of their appeal. Some IS respondents cited wait times of up to two years. Some appellants lumped Service Canada wait times with that of the SST.

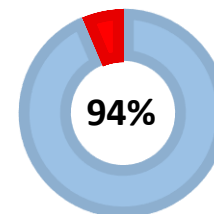


95%

**Q5 Treated fairly by member**



Despite long wait times, a very high percentage in both IS and EI answered positively about their interactions with the member. Respondents said members were fair, courteous and responsive.



94%

**Q6 Happy with form of hearing**



The vast majority were happy with their form of hearing. Respondents frequently commented that they did not get the in-person hearing they requested but were satisfied with their teleconference or videoconference.

# Common Themes

## Actual Comments

<p>Q1 Appeal process easy to understand</p>	<p>Le déroulement de l'appel a bien été, tout était correct.</p> <p>I did not know what to expect so I was somewhat insecure about the hearing by teleconference, but in the end it was ok.</p>	<p>A one page simplified English summary would be appreciated when you send documents because it was difficult for me to understand many of your legal terminology.</p>	<p>Instructions on how to do a hearing would be appreciated. The SST could ask questions if we need anything else so they could help, instead of only saying to prepare for a hearing with all the documents provided. Lawyers are better prepared than us, and this is where it is more difficult.</p>
<p>Q2 Forms, letters, emails easy to understand</p>	<p>Once you start reading, you get a better picture.</p> <p>Didn't find it too difficult. Don't strongly agree because emails and all documents sent was a lot of paperwork, time consuming going through everything.</p>	<p>Difficult to understand for a lay person.</p> <p>They were a little hard to follow, I had to call in and get someone to explain them to me.</p>	<p>Some of them [correspondence] were hard to understand and the literature details was difficult for a non-English person to understand.</p>
<p>Q3 Treated with courtesy and respect</p>	<p>Our tribunal member was very kind and patient. I want to give her credit.</p>	<p>Speaking with all the staff at the tribunal when I called in was great, it really helped me understand everything better.</p>	<p>Les personnes sont gentilles et le processus a été facile à suivre.</p>
<p>Q4 Appeal was quick</p>	<p>The appeal process was quite fast with no major complications. I found it was easy to go through.</p>	<p>Took tribunal almost 9 months to tell me that they had no jurisdiction to deal with my file</p>	<p>Je trouve le processus d'appel avec le tribunal de la sécurité sociale trop long probablement due au fait que je n'avais plus de patience causé par le long processus avec l'assurance emploi qui précédait.</p>
<p>Q5 Treated fair at hearing</p>	<p>J'étais calme au téléphone, et en personne j'aurais été gêné. Le Membre du Tribunal était vraiment poli.</p>	<p>La dame qui a été juge a été gentille et elle m'a donné le temps pour se prépare et elle a été claire a cours de l'audience.</p>	<p>The tribunal member was exceptional. She was very good, she wanted to make sure she got everything correct, I really appreciate it. She was very through.</p>
<p>Q6 Satisfied with hearing form</p>	<p>I liked the teleconference hearing because it was less pressure.</p>	<p>I would have preferred an in-person meeting. Definitely if it is for disability files, I think the person should be able to see and sit with someone.</p>	<p>My video conference was changed to teleconference due to technical difficulties. I am satisfied with the teleconference, but it is unfortunate that I had to go to a Service Canada office only to dial a phone number when I could have done it from home. The Social Security Tribunal should do more testing....</p>