This template has been provided the Scottish Council for Voluntary Organisations (SCVO).

Use of this model policy is entirely at your own risk. The policy should be adapted to suit your own organisational needs, and you should ensure if meets your own specific requirements. You should also check this policy is compliant with the law and your organisation’s governing document. No liability rests with SCVO.

For more information see our information on [using SCVO templates](https://scvo.scot/support/using-scvo-templates).

**Briefing to accompany a staff satisfaction survey**

Staff satisfaction survey briefing

The Organisation has developed an anonymous questionnaire as part of an initiative to assess staff satisfaction, as well as to gauge the workforce’s views on training, the working environment and general feeling.

Changes may need to be made based on the feedback you provide, and this is a great opportunity to provide honest views on your current working environment and opinions on how the Organisation could improve. These views can trigger real and lasting positive changes.

The questionnaire will give an honest indication of the working arrangements and conditions within the Organisation. For as full a picture as possible, we encourage all employees to complete the survey (at home or in work) and submit it to [INSERT NAME OR INSERT EMAIL ADDRESS]. Some of the questions are on topics that you may find sensitive to discuss in person, but we hope that you can give an answer to as many questions as possible through this survey.

The questionnaire responses will be processed by [INSERT NAMES OF ANALYSTS], who will summarise your findings anonymously and confidentially into a report. It will not be possible for the Organisation or management to identify any individuals from any feedback and the questionnaire responses themselves will not be seen or sent to the Organisation. It is important that this process is as confidential as possible, to achieve the objectives and get the best out of the exercise. The process will take place as follows:

* the survey begins on [INSERT START DATE] and you can submit your questionnaire responses from then on
* on [INSERT CLOSURE DATE] the survey closes, and an anonymised report will be produced which consolidates all feedback
* the anonymised report will be sent to senior management within [INSERT PERIOD EG 15 WORKING DAYS] of the closure date
* once senior management have been given the report, they will review the findings. They will establish the processes that may need to be changed based on the findings of the report and begin to make those changes
* once the review has been completed by senior management, a communication will be sent to all employees on the findings and changes made.

I am confident that this satisfaction survey will bring positive results and hope that some real benefits can be implemented. Your participation, and honest feedback, will be invaluable.

As the satisfaction survey is anonymous, any concerns with your work identified in the survey will not be forwarded on to your line manager. If you have concerns, you may wish to speak to your line manager, or to Occupational Health, or to the HR Department.

If you have any questions about the satisfaction survey itself or the questions in the survey, you can contact [INSERT NAME] for further clarification and guidance.

I look forward to sharing the findings with you in due course.

Yours sincerely

[INSERT NAME]

[INSERT JOB TITLE]