



## Fieldworker Notes

1. Questions asked about terms/phrasing or concepts in from survey
2. General observations on student behaviour (e.g., were students laughing? Did they try and talk with each other? Did they seem tired? How did they react to the survey?)
3. General feedback (please share any suggestions for improving the survey process)

4. Complaints, concerns and queries (QCCs)

A **query** is deemed to be a substantial question or enquiry about an element of the Positive Choices study aims, design, or process where further information is being sought. A **concern** is deemed to be where a young person, parent or carer, or member of school staff expresses a worry about an element of the Positive Choices study aims, design, or process, without necessarily seeking further information, but which is not formalized as a complaint. A **complaint** is deemed to be a concern about any part of the study design, conduct, or research team that a young person, parent or carer, or member of school staff wishes to formalize as a complaint. In all cases we should aim to respond to these in a polite, informative and timely way.

QCCs should typically be referred to the field manager to follow up. You may respond to a QCC in the moment, using the reference information in the **fieldwork SOP**. For each QCC to which you respond and/or which you refer to the field manager, please complete one row of the table below.

QCC Table

Name and contact details of person making QCC and relationship to study ( <i>if student, specify year group; if member of staff, specify position; etc.</i> )	Indicate whether this was a query, concern or complaint and detail the nature of QCC	Notes	Outcome: Query/comment resolved, or referred to field manager?