



Complaints and feedback

Event report

March 2017



In this report you can find harder words in **bold**.

These first pages explain what the harder words mean.



Advocate – Someone who speaks on someone else's behalf and can support people have their say about what is best for that person.



Appeal – if you don't like the result of your complaint you can challenge the decision. This means asking for it to be looked at again.

There is normally a formal way for how to appeal a complaint.



Assessment and treatment unit (ATU) – hospitals that people with a learning disability or autistic people might go to if they have a mental health problem or behaviour that is described as challenging.



Complaint – If you think something is bad about a service you can make a complaint.

This is a formal process. The service will have a **complaints policy** to deal with your complaint.



Complaints policy or **complaints system** – the way that organisations deal with complaints.



Concern – if you are worried about a service you can tell a member of staff.

This is called **raising a concern**.



Feedback- when people ask you what you think about something.

This could be a health service asking if you thought it was good or bad.



Parent expert programme- training to help parents understand the systems, so that they can get the best care for their disabled child.



Rights – these are the things people should get or should be able to do.

Many rights are part of the law.

An example is the right to complain – people should have the power to have their say.

1. Why it is important to improve complaints and feedback



It is important to listen to people in order to make sure health care and social care are right.

Feedback, concerns and complaints are useful.

When staff listen, they help care get better.

If you ask for feedback it stops things getting worse and means you get less complaints.



If you are worried about a service you can tell a member of staff

This is called **raising a concern**



If you think something is bad you can make a **complaint** .

This is stronger than **raising a concern** or giving **feedback**.



Getting feedback, concerns and complaints right will improve people's lives.

A good life



2. Thinking about making a complaint

What are the problems?



People often don't know how to complain.



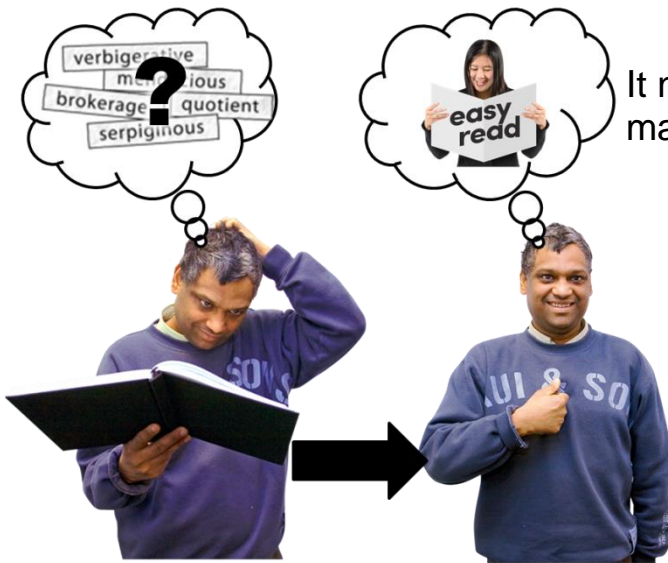
Some people find it hard to speak up.



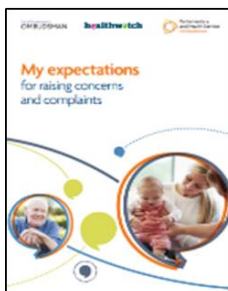
People can be scared to make a complaint. In case it makes the problem worse.



What would make it better?



It needs to be easy to understand how to make a complaint.



Make an easy read guide on how to make a complaint.

There is a good guide in non-easy read called My Expectations.



People should know their **rights** to complain.

Things that will help people understand their rights are-



a. Guide on right to complain.



b. Videos about rights.



c. Speaking to patients and service user groups about rights.



You might not want staff to know that you have complained.

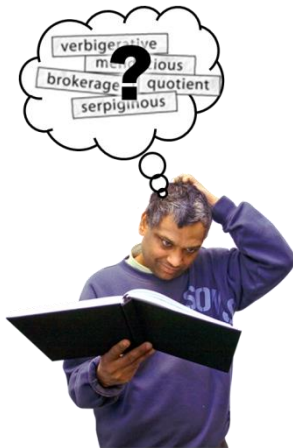
This is called keeping a complaint **confidential**.



3. Making a Complaint



What are the problems?



Forms and information are not very accessible.



Writing a letter or speaking to staff about a complaint can be very difficult.



Staff can feel that feedback or a complaint is a bad thing.



What would make it better?

There should be different ways for people to say what the problem is-



- Easy read form



- In person



- Video



- Through an **advocate**



- Computers and tablets



Give people information that they can understand-

- Easy read



- Videos



- Plain English



- Podcasts to listen to



Somebody **independent** should look at the complaint.



The person listening to the complaint might need training.

They need to be patient.

And use simple language.



4. Staying in touch about a complaint



What are the problems?



Sometimes the person who made the complaint does not find out what is happening.



What would make it better?



You should get feedback about what is happening to your complaint.



Information should be accessible for you.

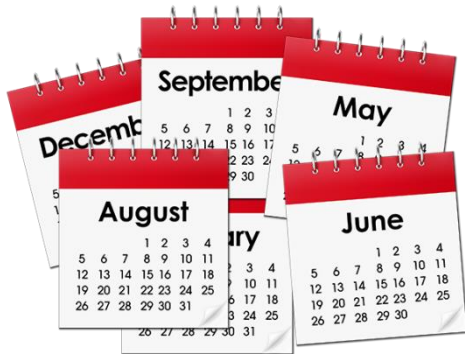


Plan times for the staff to talk to the person complaining, to say what is happening.

5. The end of the complaint



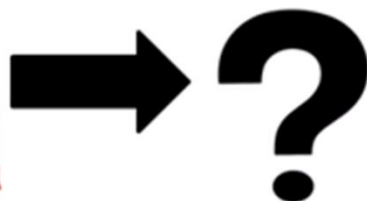
What are the problems?



You might have to wait too long to get your complaint sorted.



People talk to your carer rather than to you.



It can be unclear what has happened as a result of the **complaint**.

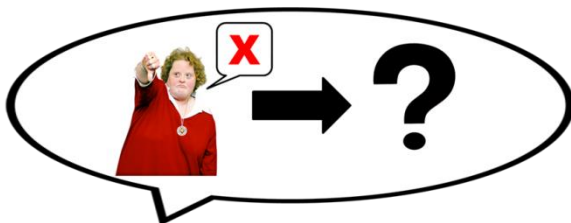


It is not clear what you can do if you are not happy with the result of the complaint.

There must be information about how to **appeal**.



What would make it better?



Tell the person what has changed because of their complaint.



Check that the result has been understood.



Say sorry for mistakes.

Make things better.



If you are not happy with the result of the complaint, it needs to be easy to **appeal** the result of a complaint.



6. Assessment and Treatment Units (ATUs)

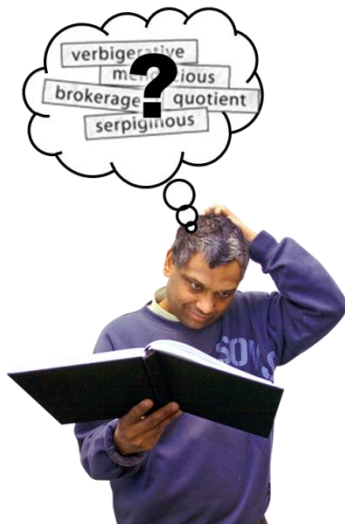
What are the problems?



People are scared to complain as they are afraid that this will affect their care and their family visits



People don't know their rights to complain.



How to complain is not clear.



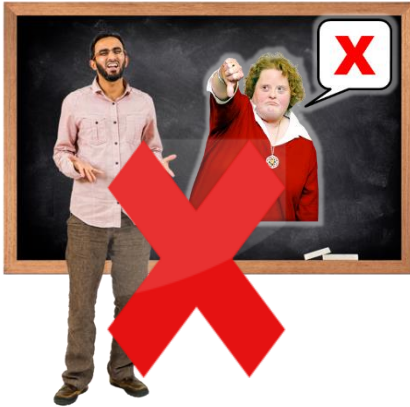
There is not enough independent support to help those who want to complain



People can be too stressed from lots of complaining.



Some people take too much medicine, which makes them too sleepy to complain



No training for staff on how to listen to complaints



What would make it better?



Train staff on how to hear a complaint or concern.



Bring people together who have made complaints with people wanting to complain.

This will help them support each other.



Training for parents or families on complaints-like the **parent expert programme**.

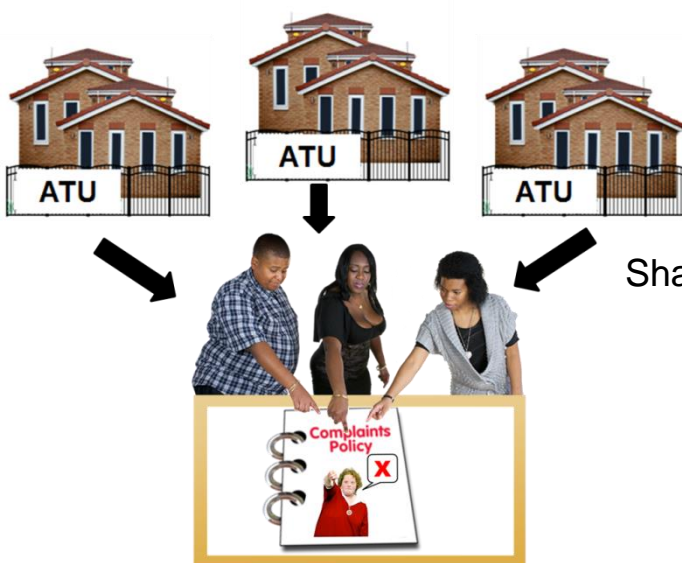


Information needs to be easy to understand

- Plain English and pictures



- Role play could be used to explain and check understanding



Share good practice between ATUs



Staff should welcome feedback and complaints.

They help services to get better.