

## A user-led vision for raising concerns and complaints

I felt confident to speak up.

I felt that making my complaint was simple.

I felt listened to and understood.

I felt that my complaint made a difference.

I would feel confident making a complaint in the future.



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Considering a complaint

- I knew I had a right to complain
- I was made aware of how to complain (when I first started to receive the service)
- I understood that I could be supported to make a complaint
- I knew for certain that my care would not be compromised by making a complaint



2

Making a complaint

- I felt that I could have raised my concerns with any of the members of staff I dealt with
- I was offered support to help me make my complaint
- I was able to communicate my concerns in the way that I wanted
- I knew that my concerns were taken seriously the very first time I raised them
- I was able to make a complaint at a time that suited me



3

Staying informed

- I always knew what was happening in my case
- I felt that responses were personal to me and the specific nature of my complaint
- I was offered the choice to keep the details of my complaint anonymous and confidential
- I felt that the staff handling my complaint were also empowered to resolve it



4

Receiving outcomes

- I received a resolution in a time period that was relevant to my particular case and complaint
- I was told the outcome of my complaint in an appropriate manner, in an appropriate place, by an appropriate person
- I felt that the outcomes I received directly addressed my complaint(s)
- I feel that my views on the appropriate outcome had been taken into account



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Reflecting on the experience

- I would complain again, if I felt I needed to
- I felt that my complaint had been handled fairly
- I would happily advise and encourage others to make a complaint if they felt they needed to
- I understand how complaints help to improve services