

Are you listening?

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feel the manage

to help me

went out of his way

I wanted to make the

manager aware of the

issue

Are you listening?'

Feedback from the

survev

I was happy with the

ime taken to get bacl

to me after I

complained



felt reassured when

the team manager

called me, I would not

hesitate to use this

process again

I was kept informed

about my complain

The service was very

prompt with their

reply to my complaint

Are you listening?'

Feedback from the

survey

The letter addressed all the

points I raised, two years ago I

it properly. The new system is

quick and professiona

plained but they didn't handle

Aim

To increase uptake of local resolution of complaints by 50% by June 2016

Why is this important to service users and carers?

We care

Makes the process more responsive

We respect

Resolving complaints becomes more meaningful and personable - service users/carers feel listened to

We are inclusive

Working jointly with service users/carers when things go wrong





Tests of Change

- Complaints Quality Panel
- Satisfaction Survey
- Local Resolution Pack
- Local Issues Log
- Customer Care Training
- Risk Matrix
- New response letter style



Before this it didn't

feel meaningful to

The letter mentioned

all the points I raised

Complaint process

was good and I was

pleased with the

process

It took a long time to

acknowledge my

initial let