



Are you listening?

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East London
NHS Foundation Trust

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

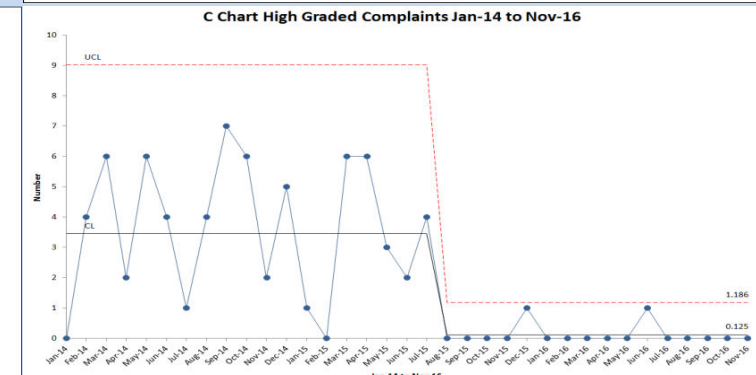
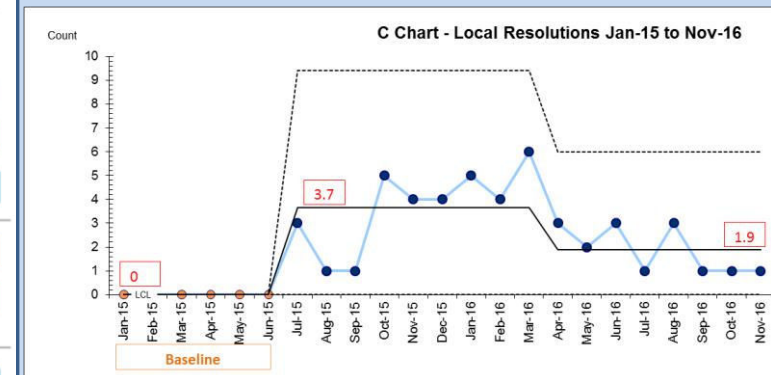
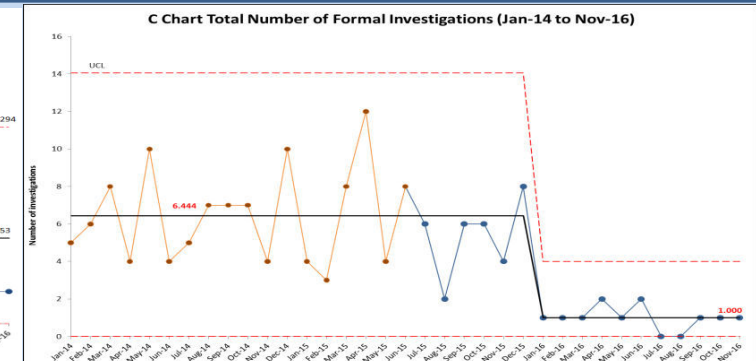
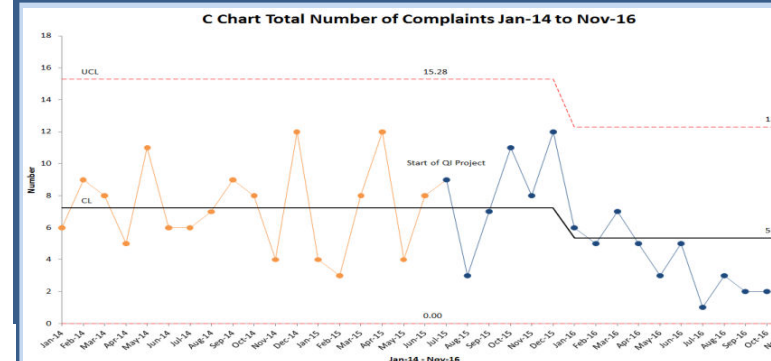


Tests of Change

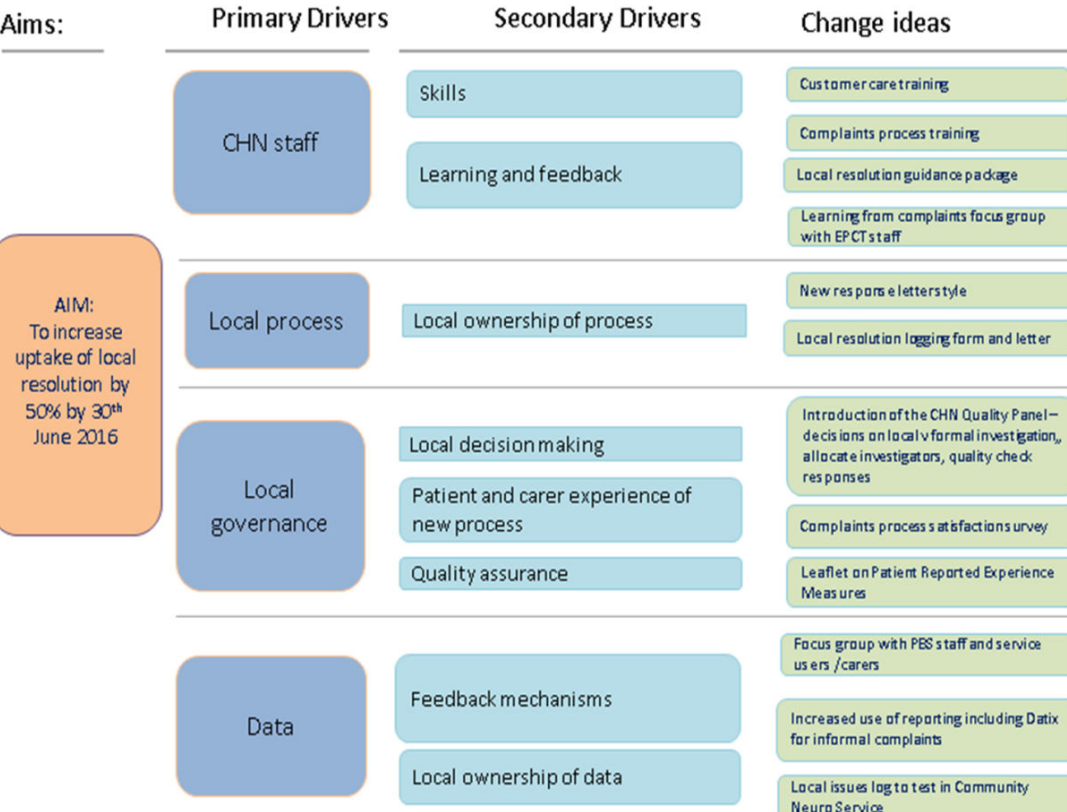
- Complaints Quality Panel
- Satisfaction Survey
- Local Resolution Pack
- Local Issues Log
- Customer Care Training
- Risk Matrix
- New response letter style



Data



Driver diagram



Learning

