

Ask, Listen, Do – new concerns and complaints project

Tell us about your experiences – online survey 22 November to 12 January
www.engage.england.nhs.uk/survey/ask-listen-do



- Children, young people and adults with a learning disability, autism or both have a right to good care, like everyone else
- People and their families also have a right to say how they feel about this care and how happy they are with it
- From giving feedback to talking about a concern with staff, or making a written complaint to the organisation
- The law says organisations must listen to everyone equally and make reasonable adjustments for people's disabilities, so people and their families do not lose out
- When a complaint is about something that has or may cause harm to someone, this can become a safeguarding concern or a crime. This gives the organisation other duties to keep the person safe and to work within the law
- NHS England is working with the Local Government Association and others on this new project about concerns and complaints in health, education and social care



Ask, Listen, Do commitment

Ask



- The person, their family or advocate know how to give feedback, raise a concern or make a complaint
- The organisation asks people to do this
- Everyone knows when a concern or a complaint is a safeguarding or criminal issue, and what must happen

Listen



- The organisation **really** listens to what has been said and understands what it feels like for the person

Do



- The organisation does something positive about it in good time and tells the person what they are doing to put it right. The organisation learns from the concern or complaint and changes things so the service can improve