



# Ask Listen Do

A survey about raising concerns and making complaints about health, social care or education



Please take part in this survey.  
It is for children and adults with a learning disability, autism or both, their families and paid carers.  
You can take part any time up to 31 January 2018.



Your feedback will help with a new project about raising concerns and making complaints called **Ask Listen Do**. We need your help so we can do the right things to make a difference.



A **concern** is when you are worried or unhappy about your care. You talk to somebody at the service who can often sort it out straight away.



A **complaint** is when you take your concern further. You might write to or talk to someone in the organisation to say what the problem is. The organisation finds out about the problem and writes to you to say what it will do about it.



It tells you where to send your survey on page 10. You can send it by post or by email.

Thank you for taking part.



# 1. About you

This helps us know lots of different people are taking part



I am a child or an adult with a learning disability, autism or both



I am a family member, such as a parent, brother or sister



I am a paid carer or staff



I am a friend or advocate



**2. Have you ever wanted to raise a concern or complain about the care or support you, or someone you know, has received?**



Yes

No

### If you said no



Do you know how to raise a concern or complain if you need to?

Please go to question 10 on page 9.



Yes



No

### If you said yes



Did you know who to contact about your concern or complaint?



Yes



No



Did you get all the information you needed?



Yes



No

### 3. Was it a concern or a complaint?



A **concern** is when you talked to somebody and they tried to sort it out straight away.



A **complaint** is when you took your concern further eg. you wrote to the organisation about the problem. They wrote back to you.



Concern



Complaint



## 2. What did you do?

Please tick the box that says what you did



I raised a concern by talking to somebody who provides my care who could help



I raised a concern first, then complained



I complained straight away



I complained but not straight away



I did not do anything about it



### 3. What was it about?

Please tick the box that says what it was about.  
If you aren't sure, leave this page blank.



**NHS**

Child health care  
Such as seeing a doctor, dentist or nurse



Child social care  
Such as the paid support you get at home and to do things in the community



Education  
Such as school or college



**NHS**

Adult health care  
Such as seeing a doctor, dentist or nurse



Adult social care  
Such as the paid support you get at home and to do things in the community



# If you did not complain, why not?

You can tick as many as you need to



I did not need to. It got sorted out quickly



I was worried that my family member or I might not be treated well if we did



I did not know how to complain



I did not think it would make a difference



I did not want to make a fuss



I thought it would be too difficult

Space for anything else



# 4. How many complaints have you made in the last few years?

None

One

Less than 5

Less than 10

More than 10

Don't know



## If you did complain, who was it to?



Doctor



School or college



Hospital



Ofsted



Advocate



CQC



Council



Ombudsman



My care provider or staff



Don't know

Or please say here if it was somebody else:



5. Was it easy to complain?



Yes



Not  
Sure



No



6. Did you feel listened to?



Yes



Not  
Sure



No



7. Were you told what was happening to your complaint?



Yes



Not  
Sure



No



8. Did your complaint make a difference to you or your family member?



Yes



Not  
Sure



No



9. Has the organisation changed how it works with people because of your complaint?



Yes



Not  
Sure



No



# 10. What would make it easier to raise a concern or complain?



You can tick more than one box on this page



Better information



If people dealing with my concern or complaint understood my disability and how to support me



If people listened to me sooner so I did not need to complain



Knowing how long it will take for my concern or complaint to be sorted out



Knowing what is happening to my complaint



Knowing what to do if I am unhappy with the answer I get



Having someone to help me speak up

Space for your own ideas – there is more space on the next page



## 11. Is there anything else you want to say about raising a concern or making a complaint?

Please tell us on this page



A large, empty rounded rectangular box intended for respondents to provide their feedback or concerns.



**Thank you for taking part in this survey**

**You can send your survey to**

Ask Listen Do Project  
Improving Health and Quality Team  
NHS England  
Room 4W23  
Quarry House  
Leeds LS2 7UE



**Or you can email it to:**

**[england.improvinghealthquality@nhs.net](mailto:england.improvinghealthquality@nhs.net)**