

Ask Listen Do

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



31

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

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1		



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

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ı		ı
ı		ı
ı		ı



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?



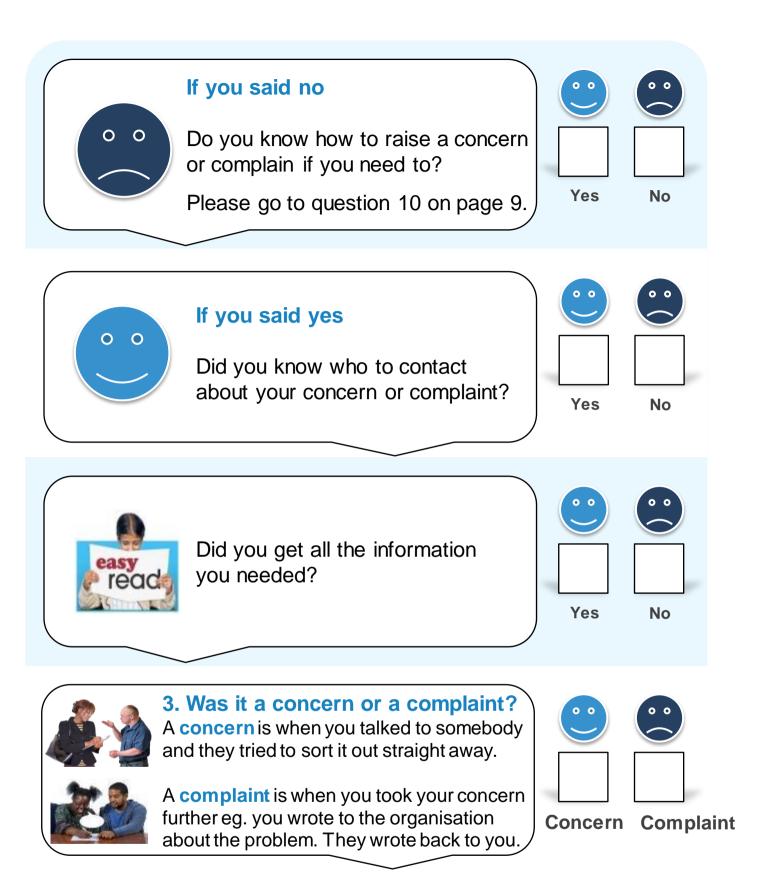






Yes

No





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

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I raised a concern first, then complained



I complained straight away





I complained but not straight away





I did not do anything about it

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3. What was it about?

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





Child health care Such seeing a doctor, dentist or nurse

- 1		ı
- 1		ı
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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





Adult health care Such seeing a doctor, dentist or nurse

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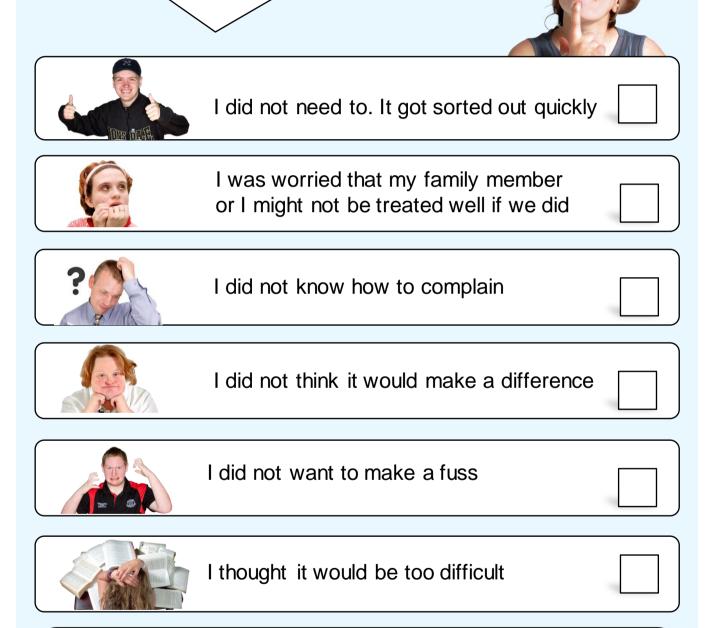


Adult social care
Such as the paid support you get at
home and to do things in the community



If you did not complain, why not?

You can tick as many as you need to



Space for anything else

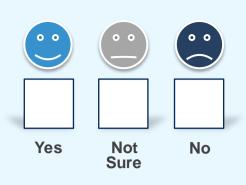


4. How many complaints have you made in the last few years?

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 Ofsted
Advocate CQC CareQuality
Council Cou
My care provider or staff ? Don't know
Or please say here if it was somebody else:

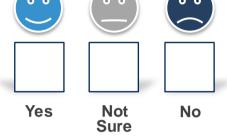


5. Was it easy to complain?



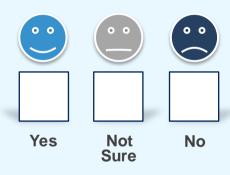


6. Did you feel listened to?



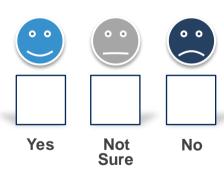


7. Were you told what was happening to your complaint?





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





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

easy reac	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 ov	vn ideas – there is more space on the nex	t page



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

Please tell us on this page



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