**Ask Listen Do**

**Survey about raising concerns and making complaints about health, social care or education**

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**Please take part in our survey which is for people (children and adults) with a learning disability, autism or both, their families and paid carers.**

We are carrying out this survey to add to what have we learned at events and meetings about people’s experiences of raising concerns and making complaints.

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.

The survey ends on 12 January 2018.

**What do we mean by raising a concern or making a complaint?**

It is not always easy to know when something is a concern and when something is a complaint.

A **concern** is something you are worried about, or nervous about, which can be resolved at the time the concern is raised.

Whereas a complaint is a **statement** about something that is wrong or that you are dissatisfied with which requires a formal response.

You could be concerned about something and raise it, and if it’s not dealt with satisfactorily you may then make a **complaint**about that **concern**.

1. **Are you:**

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A person with a learning disability, autism or both? ⬜

A family member ⬜

A paid carer or staff? ⬜

Other (for example, 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 yes**

**3. Did you know who to raise a concern with or who to complain to?**

Yes ⬜ No ⬜

Sometimes ⬜

**3a. Did you get good information about how to raise a concern?**

Yes ⬜ No ⬜

Sometimes ⬜

N/A (I didn’t raise a concern) ⬜

**3b. Did you get good information about how to make a formal complaint?**

Yes ⬜ No ⬜

Sometimes ⬜

N/A (I didn’t make a complaint) ⬜

*You can tick the ‘sometimes’ box if you are thinking of more than one time that you have made a complaint or raised a concern with different answers or if you had different experiences with different organisations.*



**If you said no**

**3. Would you know how to raise a concern or make a complaint if you needed to?**

Yes ⬜ No ⬜

**4. Did you make a formal complaint (or someone on your behalf)?**

***You can tick more than one box if you are thinking about more than one instance.***

Yes, I made a complaint straight away ⬜

Yes, but only after I had raised my concerns first ⬜

Yes, I complained but not straight away ⬜

No, I did not complain at all ⬜



**5a. How many complaints have you made in the last five years?**

1 time ⬜

2-5 times ⬜

5-10 times ⬜

10+ times ⬜

**5b. What was your complaint about? You can choose more than one**

Health care (in relation to children) ⬜

Health care (in relation to adults) ⬜

Social care (in relation to children) ⬜

Social care (in relation to adults) ⬜

Education ⬜

**If you said no**



**5. Why not? You can choose more than one**

I didn’t need to - the service dealt with my concern quickly ⬜

I was worried that if I did it might affect how me or my family member were treated ⬜

I didn’t know how to complain ⬜

I didn’t think it would change anything if I complained ⬜

I didn’t want to make a fuss ⬜

I thought it would be too difficult ⬜

Other ⬜

**If you said yes**

**6 Who did you complain to? Tick all that apply**

Doctor ⬜

Hospital ⬜

Advocate ⬜

The organisation that provides my care and support ⬜

Council ⬜

Local Government and Social Care Ombudsman ⬜

School ⬜

Ofsted ⬜

Parliamentary and Health Service Ombudsman ⬜

CQC ⬜

Other ⬜ Please tell us who:



**7. Was it easy to complain?**

Yes ⬜ No ⬜ Sometimes ⬜



**8. Did you feel listened to?**

Yes ⬜ No ⬜ Sometimes ⬜





**9. Were you told what was happening?**

Yes ⬜ No ⬜ Sometimes ⬜

**10a. Did your complaint make a difference to you/your family member?**

Yes – it made things better ⬜

No – it made no difference ⬜

No – it made things worse ⬜

**10b. Do you think your complaint(s) has changed the way that the service/organisation works with people because they have learned from it?**

Yes ⬜

No ⬜

Don’t know ⬜



**11. What would have helped you in making your complaint? Tick all that apply**

Better information ⬜

Dealing with fewer people or organisations ⬜

If the service was more sympathetic and listened ⬜

Knowing how long it would take to be sorted out ⬜

Knowing what was happening with my complaint ⬜

Knowing what to do if I was unhappy with the outcome ⬜

If the service/organisation had listened and acted on my concerns earlier I would not have had to make a complaint ⬜

Having a person to work with me to support me to go through the process ⬜

Reasonable adjustments to the process that work for me ⬜

A clear understanding about how the service/organisation will learn from it and change the way they do things for the future ⬜

Other ⬜

⬜



**Thank you very much for taking part in this survey.**

**It will be a big help in our work.**

**Please send completed survey to:**

Ask Listen Do Project

Improving Health and Quality Team

NHS England

Room 4W23, Quarry House

Quarry Hill, Leeds LS2 7UE

**12. Is there anything else you want to tell us about raising a concern or making a complaint? Please tell us here:**