

COMPLAINTS

...and what we have learnt from them in 2014-15



During 2014-15 we received

147

Complaints



Who Complained ?



50%
From patients

50%
From carers or relatives
(or advocates)

What did people complain about?

Communication



26%

Listening to and involving Carers



8%

Mental Health Services



8%

Community Hospital Care



7%

Prison Dental Services



7%

Everything else



44%

How long did our complaint investigations take?



24
DAYS

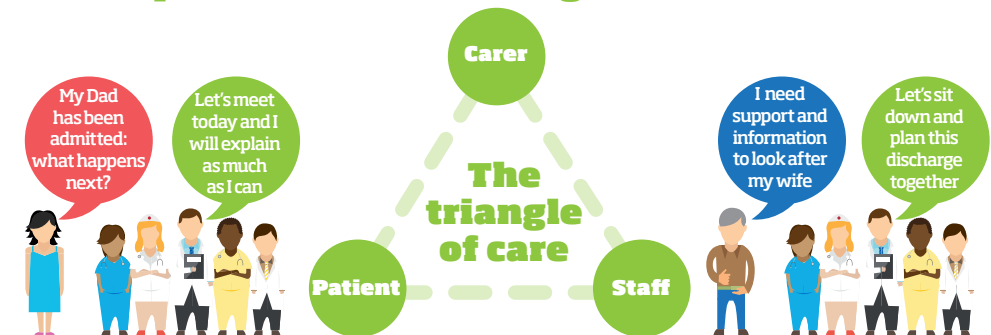
* on average

What have we learnt?

The importance of good communication



The importance of involving carers and families



We can ALL help resolve complaints

The **'Golden Thread'** that runs through good complaints handling...

- 1 Apologise** "We are Sorry"
- 2 Explain** "This happened because..."
- 3 Learn** "To make sure this doesn't happen again, we will..."

