

Why Complain?

It may be very obvious to you why you wish to raise a complaint. You may be upset about something which has happened to you, or to a loved one. Something may have gone wrong, or you may wish to prevent something which has happened to you happening to someone else. Raising a complaint can help you to feel listened to, to feel that you are standing up for your rights, telling your story and making your voice heard.

However, it is also very important to the Trust to have this feedback. Complaints are sometimes viewed as negative and people worry that they may be perceived as making a fuss but this is not the case at all. Naturally, when a complaint is received, as a Trust we are sorry that something has gone wrong. But, please be assured, we are always glad that the issue has been raised.

Complaints are;

- An important source of feedback from our stakeholders - patients, service users, relatives and friends
- Most often 'live' feedback - feedback which tells us how people are experiencing our services right now
- A way in which things, which may otherwise have been overlooked, can be raised and looked in to

Investigating a complaint gives the Trust a chance to;

- Identify any themes or patterns about things which are going wrong.
- Learn from people's experiences and concerns
- Improve services to ensure that people's poor experiences are not repeated
- Rebuild relationships with people to whom we provide services, and their loved ones
- Restore faith that we strive to provide a good service and that, when we fail, we will work hard to fix any problems and prevent things going wrong again

Sometimes, no one knows that something is going wrong, until it is raised. Any responsive service welcomes feedback from the people it serves. The Trust knows that no one's views on our services are more important than those of the people who actually use them. We need to know when things go wrong to improve; we want to know when things go wrong so that we can make amends.

