

# Ask Listen Do

Making conversations count



It's good to say how you feel about your health care, social care or education

## A form for your feedback, concern or complaint

**Feedback** – when you say what you think (like if your care was good or bad), and you do not need a reply

**Concern** – if you are worried or unhappy about something and would like help to get it sorted out

**Complaint** – if your concern hasn't been sorted out and you are still unhappy, you can complain

Please tick to say which one you are writing about:

Feedback

Concern

Complaint

### Please tick one box

I am writing about

What happened to me

What happened to someone I support or care for

### If you want someone to contact you, or someone else, please fill in this part of the form.

Please get in touch with me (name) \_\_\_\_\_

or \_\_\_\_\_

Please contact me by phone  email  text  letter  in person

The contact details are:

The place or service I am writing about is called:

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What I am writing about happened on (date) : \_\_\_\_\_

This is what happened:

This is what I would like to happen next:

The reasonable adjustments that will help me are:

It may help you to keep a copy of this form in case you need it again.

You can give this form to the person in charge at the place you are talking about, or post it to them.

**Your experience matters. Organisations should:**

- Ask for and listen to your feedback, concern or complaint
- Make reasonable adjustments for your impairment or disability
- Communicate in the right way for you, if you need a response
- Tell you what will be done to resolve a problem
- Respond in good time (eg. up to 21 days for a reply to a complaint)