



## Section two: What did the project involve?

The project took place from April 2008 until March 2009. Sue Thurman was appointed as project manager to work alongside Liz Brooks, development manager at the British Institute of Learning Disabilities (BILD). A number of separate activities were undertaken in order to answer some key questions.

### **What is the policy context for complaints?**

- A literature review.
- Examination of several key policy documents and reports (see section five: History of Complaints).
- Liaison with others working in the complaints field.

### **What is happening now?**

- A survey of existing complaints procedures in health, social care and independent organisations.
- Review of available DVD and other materials about complaints designed for people with learning disabilities.
- Learning from the work undertaken by the Special Outreach team (South West) of Independent Complaints Advocacy Service (ICAS). Their priority for 2007/8 was to raise the profile of ICAS with people with learning disabilities.

### **What is identified as being best practice?**

- Practice ideas shared from a variety of national practitioners, organisations and families and carers.
- Consensus views sought on the most helpful practice.

### **What do people with learning disabilities think about complaints?**

- Focus group meetings with groups of people with learning disabilities (Build for the Future<sup>1</sup>, the Somerset Advocacy Management committee, Somerset Speak up groups).
- Request for input to the project via a logo competition circulated to a selected number of self advocacy groups nationally.
- Perspectives from the Black and Ethnic Minorities communities.

### **What do other people think?**

- Publicity about the project circulated via Foundation for People with Learning Disabilities Forums with a request for sharing of ideas and experience



- Individual advice sought from organisations such as Mencap, PMLD Network, ICAS, Ann Craft Trust and the Challenging Behaviour Foundation.
- Invited contributions from family carers and advocates inviting the sharing of stories about complaints.
- Contributions from experts and practitioners in key fields such as advocacy, multi media profiling, communication and complaints.

### **What recommendations emerge from this?**

- Collation of the findings from this project into a CD Rom of materials to be available in hard copy and as downloadable documents from the BILD website.



**The winning 'Hearing from the Seldom Heard' logo  
drawn by Robin Meader from Somerset**

---

<sup>1</sup> Membership of this group includes Culture Speak Out, Our Way, Taking Part, Options for Life, Somerset Advocacy, Darren Lee, Jackie Downer, Jane Jones, Linette/Candice Farquarson