



---

## Hearing from the Seldom Heard

**Supporting complaints from people with learning disabilities  
and complex communication needs**

### **The good practice recommendations**

- 1. Getting to know people really well**
- 2. Learning to communicate better**
- 3. Raising awareness of human rights**
- 4. Access to appropriate advocacy**
- 5. Access to complaints buddies**
- 6. Making effective use of complaints procedures**



The Department of Health has provided funding for this project