



Appendix one: feedback from BUILD for the Future Meeting 24th July 2008

Experiences of complaining

- “Left feeling inadequate” not been able to do something
- Kangaroo court
- Stitched up
- “Make out you are important one but not really
- “Dusted under the carpet”
- Bus companies etc – better with dealing with complaints
- Too slow
- “Too much to-ing and fro-ing”
- “People take it personal”
- Information people listened to me
- Trouble maker
- Afraid of being told off
- Help to complain helps
- More confident to speak out



Talking to someone you can trust

- Family
- Friend
- Advocate
- Nurse
- Taking someone you are comfortable with
- Talking
- Somebody listening
- Checks up
- Communication
- Problem solving
- Complaints buddy!





Low expectations of levels of service

- Ignoring people who cannot communicate
- Other people's mistakes/ wasting your own money
- Not treated as a equal
- Bad experiences
- Wasting your time
- Stressful
- Any positive experiences?
- Not listening
- Panic attack
- Angry and it makes me feel ill
- Not getting what you ask for



Appropriate adults

- Support not there when you need it
- Police were a good source of service
- Bad experience of the police, no explanation
- Bad medical experience not telling you what they are doing
- Complaints about supporters
- Appropriate adult





Complaints

- Staff don't listen
- Neighbours/staff did not help
- Support staff are not there or the door is locked and cannot understand the complaint procedure
- Not allowed to use the complaint procedure
- Door is lock and cannot understand the complaint
- At college cannot read the complaint form? My bag got stolen.
- They thought it was trivial but it was important to me
- Complaint can backfire
- It makes me feel guilty



Good communication - what works well?

- Talking Face to Face
- Being realistic/honest
- Police are good
- Recognising that some of the small things in life are **really** important
- Common sense
- Someone independent
- Quick response
- Person who receives takes it seriously
- Easy read

