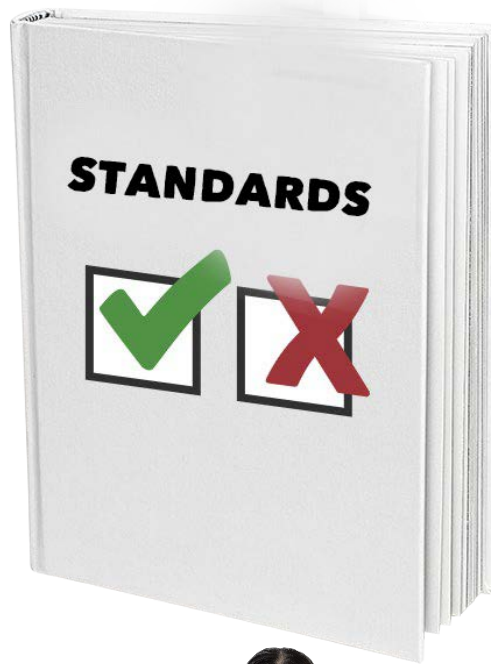


# Tell us what you think about the Complaint Standards



Parliamentary  
and Health Service  
Ombudsman





## Welcome



Thanks for taking the time to complete this Easy Read feedback form and helping us make the **Complaint Standards** better.

Complaint Standards for  
NHS organisations



Please answer these questions after reading the **Easy Read Complaint Standards** documents.



[Click on this link](#)



Please answer the questions by September/October 2020.



## Question 1 – Who are you?



Please tick one box



I am a member of the public



I am a senior manager at the NHS



I work in an NHS complaints team



I work for the NHS



I am a senior manager working for the government



I work for the government in a complaints team



I work for the  
government



I work for a  
charity, such as  
an advocacy  
service



Other



## Part 1

### How organisations learn from complaints to make services better



Please read the following **statements** before you answer the next question:



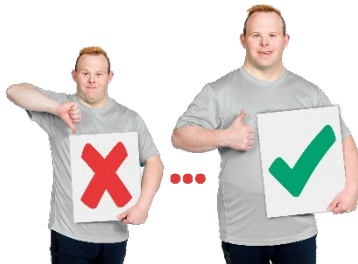
- **Staff** can learn from the feedback and complaints they get in their daily work and make services better



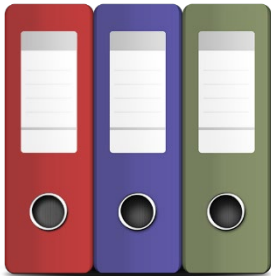
- **Staff** can show how they have done this



- **Leaders** should look at feedback and complaints



- **Leaders** should use information from feedback and complaints to make services better



- **Organisations** keep a record of information about feedback and complaints and use it to make services better.



## Question 2

After reading 'How organisations learn from complaints' do you understand what it wants to achieve?



Yes

Please tick one box



No



Don't Know



Please write your thoughts in the box below:





## Part 2

### Getting feedback



Please read the following **statements** before you answer the next question:



- Staff should ask for **feedback** to make services better and sort out issues quickly



- Staff should get **training** to do this work





- Staff should make sure customers know they are being **listened to** and treated with **respect**.



- Organisations must make it clear that if anyone gives **feedback** or makes a **complaint** it will not change the service they get.



### Question 3

After reading 'Getting Feedback' do you understand what it wants to achieve?

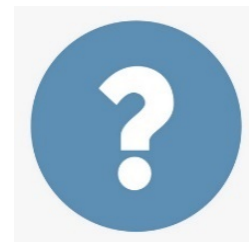


Yes

Please tick one box



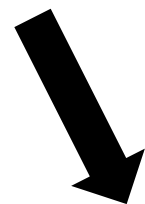
No



Don't Know



Please write your thoughts in the box below:





## Part 3

### Looking at things in detail and being fair



Please read the following **statements** before you answer the next question:



- Staff should make sure that anyone who takes part in a **complaints report** can give their views about all the information



- Staff should be **honest** when they talk to anyone about this information



- Staff should **listen** to everyone's comments and **include** them in the complaints report.



- Staff should **know** what the issues are and what people who make a complaint want to happen next



- Staff who look into feedback and complaints are **fair**



- Staff should show how they are going to be fair **before** they look into a complaint.



#### Question 4

After reading 'Looking at things in detail and being fair' do you understand what it wants to achieve?

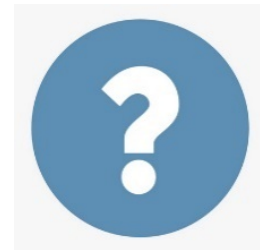
Please tick one box



Yes



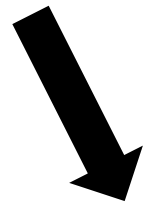
No



Don't Know



Please write your thoughts in the box below:





## Part 4

### Getting a fair result



Please read the following **statements** before you answer the next question:



- Staff should write a **complaints report** that is fair and says what happened.

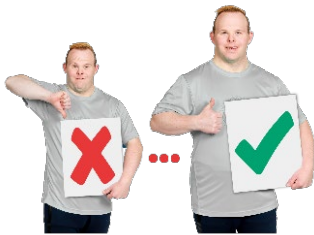


- Each **complaints report**:
  - looks at what happened
  - looks at what should have happened
  - includes the right **standards** or **policies**





- Staff should:
  - **explain** why things went wrong



- make sure that services **change** using the things they learn.



- Staff who have been complained about should get **support**



- Everyone should be told that they can complain to the **Ombudsman.**



Parliamentary  
and Health Service  
Ombudsman



### Question 5

After reading 'Getting a fair result' do you understand what it wants to achieve?

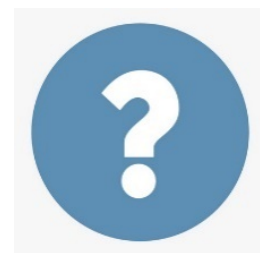


Yes

Please tick one box



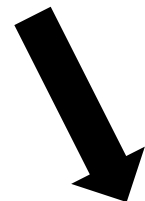
No



Don't Know



Please write your thoughts in the box below:







### Question 6

Do you understand what the Complaint Standards is trying to achieve?

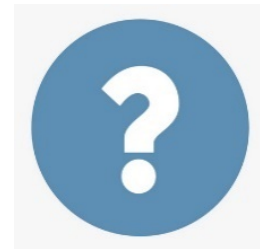
Please tick one box



Yes



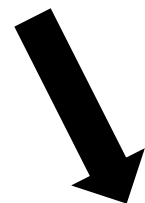
No



Don't Know



Please write your thoughts in the box below:





### Question 7

Do you like what the Complaint Standards is trying to achieve?

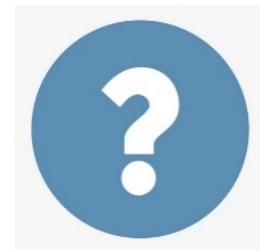
Please tick one box



Yes



No



Don't Know



Please write your thoughts in the box below:





### Question 8

Do you think the Complaint Standards makes it clear what organisations have to do?

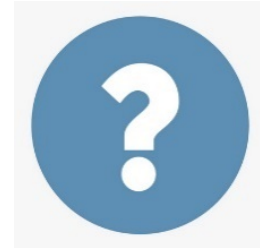
Please tick one box



Yes



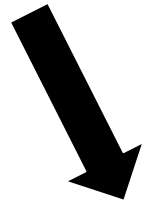
No



Don't Know



Please write your thoughts in the box below:



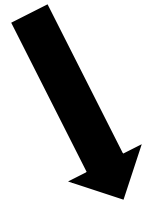


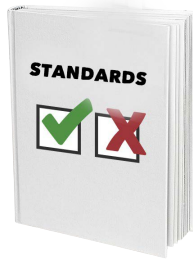
### Question 9

**What extra information would you like to see in the Complaint Standards?**



Please write your thoughts in the box below:

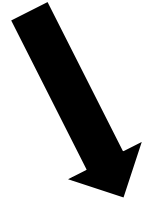




## Question 10

**What should the Ombudsman do to make sure organisations use the Complaint Standards?**

Please write your thoughts in the box below:





## Question 11

**Do you think the Ombudsman should tell people how organisations are using the Complaint Standards?**

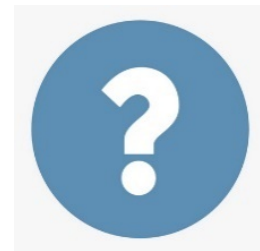
**Please tick one box**



Yes



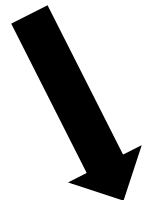
No



Don't Know



Please write your thoughts in the box below:





### Question 12

Do you think the Ombudsman should often update the Complaint Standards?

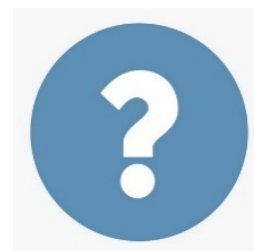
Please tick one box



Yes



No



Don't Know



Please write your thoughts in the box below:





### Question 13

**Do you think the Ombudsman should make organisations follow the law on complaints?**



**Please tick one box**



Agree



Not Sure



Disagree



Don't Know



Please write your thoughts in the box below:





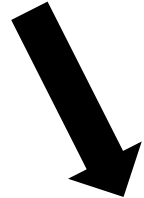


## Question 14

**Do you have any other comments about the Complaint Standards?**



Please write your thoughts in the box below:



**Thank you** for completing this Easy Read Feedback Form.



Please **email** your completed survey to [ResearchTeam@ombudsman.org.uk](mailto:ResearchTeam@ombudsman.org.uk)



**For more information**



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**0345 015 4033**



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