

LARG meeting

23rd January 2013

In attendance

Michael, Graham, Brian, Sharon, Seamus, Patricia, Victor, Peter, Catherine,

Apologies

Ann, Tom,

This session focussed on the Trust Complaints Consultation

We had an open discussion around times when people had thought about making a complaint but didn't and what was their reason.

My Social Worker changed and no one thought to tell me I would be afraid if we complained as a group it would affect the funding that Willowbank would receive.

The paperwork involved in making a complaint would put me off. There is so much red tape and there is a feeling that you wouldn't win anyway.

I was treated badly by a nurse in a nursing home and didn't do anything about it – I feel now that in not complaining I, not only let myself down but let others down as well.

There was an accusation made against me by a member of agency staff and even though my Mum phoned the social worker to tell her about it I was not believed and when it came to meeting up the Social worker didn't even sit beside my Mum and myself. It felt like a "them & us" situation.

I made a joint complaint with Willowbank about how I was treated by a consultant and the response sent to my stated “the consultant didn’t mean to be rude”. I didn’t feel that I was given the chance to let the consultant know the impact of his actions.

It feels that when you make the complaint you are in the wrong whilst the staff are in the right. For example when a complaint is made about a surgeon or Doctor they will be believed before you.

There is a feeling that you don’t want to “rock the boat”

The complaints procedure would be hugely difficult for someone who is experiencing mental ill health or has communication difficulties.

You know that when you make a complaint you aren’t really going to get anywhere and they know that people don’t like to make a complaint.

Arbitration – this is a long-winded process

The complaints department should be renamed the Learning Department as people are more likely to use it if they feel their issue is going to result in learning which will prevent it from happening again to another person.

If there is a clear linkage made to where complaints have resulted in improvements to services/delivery people may believe that the procedure is worth following.