

Listening to People

A guide to making complaints about NHS services in Wales



How to use this document



This is an Easy Read version of: **Listening to People: NHS Wales Complaints, Incidents and Redress process guidance.**



You might need help to read it. You can ask someone you know to help you.



Where the document says **we**, this means **NHS services in Wales.**



Hawdd ei Ddeall Cymru
Easy Read Wales

[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

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About this guide



We have updated the way you complain about NHS services in Wales.



This guide explains how you can make complaints.

It says:



- What help you can get.



- How to complain.



- What happens after you complain.

What help you can get

We promise to:



1. Make it easy for you to complain.



2. Treat you with respect.



3. Give you clear information.



4. Deal with your complaint quickly and fairly.



5. Explain how we are dealing with your complaint and say sorry when things go wrong.



6. Learn from our mistakes.



7. Take responsibility for how we deal with your complaint and tell you who can help if you are still unhappy.

1. Making it easy for you to complain

What this means:



- There is 1 easy way for you to complain about all NHS services.



- You will be offered advocacy from the start. Advocacy is having someone who can help speak up for you.



- You can speak to us in the language you choose. For example, Welsh, English or other.



- We will make changes that make it easier for you to complain. For example, giving information in Easy Read.



- We will try to solve your problem early.

2. Treating you with respect

What this means:



- We will always treat you with respect and kindness.



- We will listen to what matters to you.



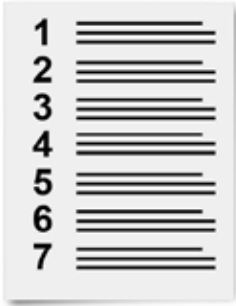
- We will give you the chance to explain what happened and say what you would like to happen.



- We will be honest and open.

3. Giving you clear information

What this means:



- We will explain to you how complaints are made and what your options are.



- You will be given a person you can contact about your complaint.



- You will be told how long it will take us to deal with your complaint.



- We will keep your personal information safe. We will tell you if your information needs to be shared. We will explain why.

4. Dealing with your complaint quickly and fairly



What this means:

- We will look at your complaint carefully and quickly.



- We will act quickly if there is serious risk of harm.



- We will be fair when dealing with your complaint. We will base decisions on proof.



- Experts may be used if needed.



- We will keep a record of what happens.

5. Explaining how we are dealing with your complaint



What this means:

- We will say sorry if things go wrong.



- We will explain how problems are fixed.



- We will explain to you clearly, in writing, what we are doing.



- You can have a meeting to go through what we found out.



- If you need legal help, we will tell you where you can get support.

6. Learning from our mistakes

What this means:



- We will use your complaint to learn and help improve NHS services.



- We will explain what we learned and what we changed.

7. Taking responsibility

What this means:



- We are responsible for making it easy for you to complain.



- We are responsible for treating you fairly and with respect.



- We are responsible for dealing with your complaint in the best way.



- We will keep records and share what we learn.



- If you are unhappy, we will explain what you can do next. This includes your right to complain to the [Public Services Ombudsman for Wales](#).

How to complain



If you are worried about your care or someone else's care, tell someone straight away.



Anyone can complain. Your complaint must be looked into.



You can complain to a staff member involved with your care.



They will try to solve your problem straight away.



If this does not help, contact your local health board concerns team.



You can find their details at:
www.nhs.wales/hpb/local-services



Staff should be able to explain to you how you can complain.



They must share information with you, in a way that is easy to understand.



After you complain, you will get a reply to say they have received your complaint. They should reply within 5 working days.

Other ways to complain



[Llais](#) can support you to make a complaint about the NHS. You can contact them by:



Phone: 029 2023 5558

Email: enquiries@llaiscymru.org



Address:

Crown Buildings
Cathays Park
Cardiff
CF10 3NQ



You can also contact your local Member of the Senedd – www.senedd.wales. Members of Senedd represent you and your voting area in Welsh Parliament.

What you can complain about



You can complain about NHS funded services in Wales.



You can complain about things like:

- Delays in treatments.
- Communication problems.
- Care being missed.
- Safety issues.
- Problems with the care you are getting.



You cannot use the Listening to People complaints process for:

- Issues that have already been fixed - unless it needs checking.
- Issues that are part of court cases.
- Complaining about services not funded by NHS Wales.





You cannot use the Listening to People complaints process for:

- Issues that the Public Services Ombudsman for Wales is already looking into.
- Issues about contracts given to primary care providers to deliver NHS care. Primary care is care delivered in the community. It includes services from GPs, dentists, eye care specialists.
- Freedom of Information complaints – these are dealt with by the [Information Commissioner's Office](#).



You cannot make a complaint with no clear reason or that is unfair. This is very rare. We look at all complaints carefully.



If we cannot deal with your complaint through the Listening to People process, we will:

- Explain why.
- Tell you how to you can make your complaint.

What happens after you complain

Listening discussion



When you complain, we will offer you a meeting to talk about your experience and how you feel.



This is your chance to explain what happened.

You can:



- Bring a friend, family member, or advocate.
- Ask for language support or other changes you need.



- Take breaks if needed.

Staff will:



- Listen and write down your problems.

- Ask what you want.



- Explain ways to solve your problems.

- Let you state how you want your problem solved.



- Explain what will happen.

- Tell you how long it may take.



- Explain what support you can get.



If you do not want a listening discussion, we will write to you instead to find out your views.

Stage 1 – Solving problems early



If possible we will offer you a quick way to solve your problem.



We will:

- Check what happened.
- Find a way to solve the problem.
- Say sorry if we made a mistake.
- Report back to you and check you are happy with what we have done.



This should be done within 10 days from when we receive your complaint.



We will move to Stage 2 if:

- The problem is not solved.
- Complaints are very serious.

Stage 2 – Investigation



At stage 2 we will look into your complaint in detail.



You will be told how long it may take.



Sometimes experts may be used. They check if care was below standard or caused harm.



You can have a say in which experts are used.

After the investigation, you will get:



- A letter saying sorry.



- What was found out.



- Any important medical or care records. Reports from experts.



- Actions taken to stop the problem happening again.



- What was learned.



These papers should use simple words. Hard terms should be explained.



You will be offered a meeting. This meeting helps answer your questions and explain things clearly.

If you are still unhappy



1. Speak to the organisation again

Contact your named person if you have any questions.



2. Complain to the Public Services Ombudsman for Wales

They can:

- Check if your complaint was handled properly.
- Suggest further actions if needed.



3. Legal advice or compensation

If there is harm or injury, you can get legal advice.

If you start legal action, the Listening to People investigation stops.

If you are not sure, services like Llais can help you understand your options.

