

Chris Noble

Area Manager South West

4th October 2017

How to handle complaints
from persistent and
complicated service users,
especially supporting people
with mental health issues

What are the key guidance points for staff when alerted to complainants' mental health diagnosis, e.g. staffing levels, time taken for investigation, resources etc.?



Learning Disability

PIP/ESA

mAs



AVoice

DoLS

IMHA

IHCA

IMCA

Community

Care Act



IMHA

IMCA

IHCA

PIP/ESA

Learning Disability
Community

DoLS

AVoice

Care Act
mAs

Guidance and
support for staff
when a complaint
is made against
them

Organisational and operational issues involved in investigating service complaints

Time it takes
to investigate
complaints

Learning from complaints
Do we always get it right?

Feedback from service complaints