Co-design Co-production breakout session

Complaints Handling Improvement Project

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Aims

Learning from local and national Reviews

• Need for a more personalised approach to complaints handling

• Aim to reduce formal complaints

• Improve access to system

• Better experience for complainants
Actions taken

CCG Concerns Resolution and Learning Group

Experience based focus group

Training for staff

Implementation of new process
Outcomes

Not hearing the issues raised

Why did we have similar concerns

Not getting consistent messages

Supporting people in Dorset to lead healthier lives
Learning

Collaborative planning

Effectively using experiences

Honesty and courage

Need to evaluate improvements in process
Questions and comments

Supporting people in Dorset to lead healthier lives