

People often want to make a complaint but they don't necessarily know how to go about it.

Children and young people tell us that the reasons they don't complain are pretty similar to the reasons that adults don't complain. They're not sure anything will happen, they don't know how to complain in the first place.

My partner wasn't involved in decisions particularly around a crucial part of the treatment that I was having. I didn't want to make a complaint and I actually persuaded my partner not to make a complaint as well because I was at the very beginning of a long journey that I was making through the hospital in terms of the care I was receiving.

I think there is a belief that making a complaint actually won't make any difference.

There's a concern that nothing will change, what's the point, well you know they won't do anything with it so why waste my time...

If I thought that there was going to be somebody that would genuinely want to hear me, hear my suggestions and complaints and my situation, I'd definitely talk to them and tell them. And I'd ask them to see if anything can be done about it and get back to me. But otherwise, I wouldn't feel like there was a point.

I think it's very difficult for people sometimes to complain within the system because perhaps they don't trust that their voice is going to be heard.

I've spent time with people telling me things they're not happy with, then I've gone somewhere with those people and then seen them not speak up, and thought well I've just heard you complain about this and say you're not happy. And then when we've gone back and talked about it, people have said I don't know that person and I'm frightened and they might shout at me...

Almost all children and young people will trust adults. And for the most part that trust is repaid, very positively, and adults are trustworthy. Some children in some circumstances find it difficult to trust because of what's happened in their lives.

We know from what people tell us when they come to us about the difficulty they've had complaining and actually from some research with the public that we did last year, they don't know who to go to, they don't know how to complain.

My first social worker was rude and disrespectful. I didn't know what to do. I would have complained back then but I didn't know where to get the help or anything.

Somebody I know had a child with a feeding tube and they lived in a different county and they got a lot of help and support and we didn't get any of that. I don't know of any way that you can, with something like that, make a complaint really. I wouldn't know where to go or who to start with.

I don't think I have a voice really, you know, as we get older. I just feel that, if I wanted to complain I don't know where could I go, you know.

In the health services it's really difficult for people to complain because they're nervous about the treatment they will get and so you have to be quite confident, courageous, and persistent in order to complain.

I think there's a worry about confidentiality and being identified and there being repercussions on people personally if they're seen to be kicking up a fuss.

Sometimes, I don't want to complain because I think I've got to always come back here. And I don't want to show my face, especially if it's on a ward. I'm scared that they're going to say, ah, she complained on us last time. We'll treat her away. And hospital admissions and stays are always awkward as they are, and I don't want them to be any more awkward. So I'd rather not make complaints.

It's a very difficult thing for people to do, they need an enormous amount of support, very often, to enable them to actually, take that leap of faith.

A lot of the time, gypsies and travellers, they suffer poor service, and they never ever make complaints or protest against a service that they've had because they feel like they're very lucky to have got any sort of service. So if they complain, they're never ever going to get a chance to access that service or another one again.

What good looks like and there are good examples of this is where you have a culture and an attitude embedded right from the board level downwards throughout an organisation that really values customer service.

That notion that we need a culture where feedback is not criticism, feedback is feedback, and it's developmental and it's there to enable you to get better at what you do, that's what good looks like.

I think it's absolutely critical that there is a national powerful voice for consumers of healthcare services and Healthwatch is going to be that.

It's therefore really important that we hold faith with Healthwatch. It's a small organisation in comparison to the behemoth that is the NHS. But it will get to places that nobody else will get to.

I think we're very lucky to have the NHS in some respects but we aren't in

other ways because we daren't ask for things that we need. And I think Healthwatch could be that voice.