What does the Tool cover?

✓ **Concerns vs complaints**
✓ **Fears & barriers**
✓ **Support**

✓ **Range of options**
✓ **Awareness**
✓ **Accessibility**
✓ **Interpreters**

✓ **Checking**
✓ **Recording**
✓ **Escalation**

✓ **Who, when & how**
✓ **Closing**
✓ **Reflection & recognition**

1. Making a complaint	2. Ways to complain	3. Handling complaints	4. Responding to complaints

8. Procedure review	7. Feedback about complaining	6. Improving the experience	5. Learning from complaints

✓ **Periodic review**
✓ **Feedback driven**
✓ **Accountability**

✓ **Seeking feedback**
✓ **Independent**
✓ **Escalation options**

✓ **Making improvements**
✓ **Other feedback options**

✓ **Theming & reporting**
✓ **Identifying improvements**
✓ **Longitudinal review**
✓ **Leadership**

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