

# Listening to and involving people

## Quality statement

We expect providers, commissioners and system leaders live up to this statement:

We make it easy for people to share feedback and ideas or raise complaints about their care, treatment and support. We involve them in decisions about their care and tell them what's changed as a result.

## What this quality statement means

- People know how to give feedback about their experiences of care and support including how to raise any concerns or issues and can do so in a range of accessible ways.
- People, their family, friends and other carers feel confident that if they complain, they will be taken seriously and treated compassionately.
- People feel that their complaint or concern will be explored thoroughly and they will receive a response in good time because complaints are dealt with in an open and transparent way, with no repercussions.

- People are kept informed about how their feedback was acted on. Where improvements are required as a result, people have the opportunity to be involved in shaping the solutions and measuring the impact.
- Learning from complaints and concerns is seen as an opportunity for improvement and staff can give examples of how they incorporated learning into daily practice.

## I statements

[I statements](#) reflect what people have said matters to them.

- I have care and support that is co-ordinated, and everyone works well together and with me.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.
- I am encouraged and enabled to feedback about my care in ways that work for me and I know how it was acted on.

## Subtopics this quality statement covers

- Involvement and coproduction
- Feedback and complaints
- Advocacy and support
- Carer support

## Related regulations

[Regulated Activities Regulations 2014](#)

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- [Regulation 16: Receiving and acting on complaints](#)
- [Regulation 17: Good governance](#)

Also consider

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)

## Additional legislation

[The Local Authority Social Services and National Health Service Complaints \(England\) Regulations 2009](#)

## Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

[Using people's experience in our regulation - principle 6 \(CQC\)](#)

Take active steps to encourage feedback, for example promotion of CQC: [Give feedback on care webform](#).

[My expectations for raising concerns and complaints \(Parliamentary and health service ombudsman\)](#)

[Advocacy services for adults with health and social care needs \(NICE guidance \[NG227\]\)](#)

[Accessible Information Standard \(NHS England\)](#)

[Shared decision making guidance and tools \(NICE\)](#)

[Equally Outstanding: Equality and human rights good practice resource \(CQC\)](#)

[Better care in my hands: A review of how people are involved in their care \(CQC\)](#)

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