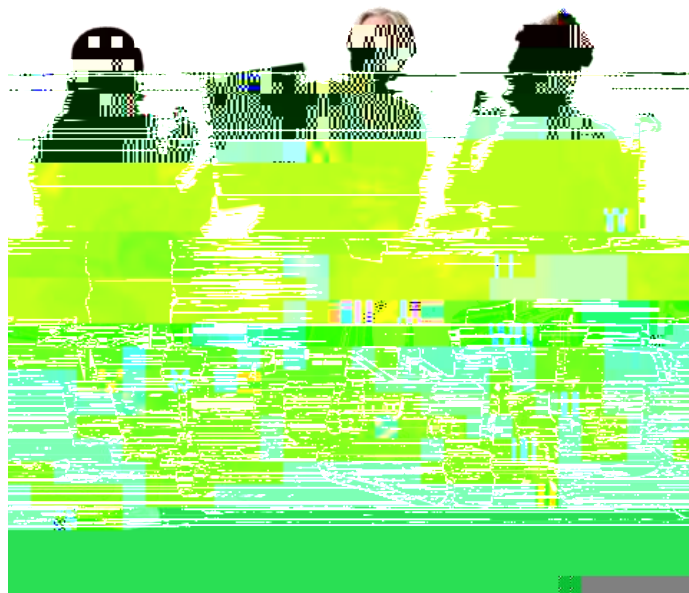


Ask Listen Do

Making conversations count
in health, social care and education



Project information

Using Ask Listen Do to make feedback, concerns and complaints easier for children, young people and adults with a learning disability, autism or both, their families and carers

NHS England and NHS Improvement



The goals of Ask Listen Do

Ask

- “ The organisation asks people about their experiences and makes it easy for people to do this.
- “ The organisation makes sure that the person, their family or advocate know how to give feedback, raise a concern and make a complaint.
- “ People feel able to speak up when they have feedback, a concern or complaint.
- “ Everyone knows when a concern or complaint is a safeguarding or a criminal issue, and what must happen.

Listen

- “ The organisation really listens to what has been said and is not defensive.