

Something's gone wrong...

I am speaking to:

Date:

Before I make my complaint I have...

- Had a think and made some notes about what went wrong and how it could be made better.
- Checked that the person I will be speaking to has influence in this area.
- Made a list of all the points I want to make, and made a note of the impact it had on me.
- Asked someone to be with me during the conversation - if that is right for me.
- Asked for some language or communication support if I need it.
- Got ready a pen and paper, glasses or hearing aids, and this checklist, so I can make notes on what is said.

During the conversation I will remember...

- If I get upset/angry/emotional, I will take some deep breaths. The conversation will have to wait until I am ready to continue.
- I am an adult. I have been an adult for a long time. I am the expert on me, my preferences and my situation.
- If I am uncomfortable, I can stop the conversation at any time.
- I will take all the time I need to write things down if I want to.
- If I am not able to communicate my points and be listened to, there is no value in continuing the conversation.
- I will take all the time I need to think about any ideas and information. I do not have to respond or make any decisions right away.

Before I finish the conversation I will check...

- Have I told the person everything I wanted to say? Have I asked all my questions? Have I made a note of any answers and do I understand them?
- Is there any resolution for me? Is there an apology? Or any other form of redress? Are there any actions I need to take to make this happen?
- If I have not been successful, do I know who I have to appeal to? Or what my options are? And how I access them?
- If I have not been able to talk easily to this person, do I know how to contact someone else to talk to? Or if I have to make my complaint in writing?
- Do I feel better about having the conversation? Or if don't feel better, do I have a plan in mind for how I am going to improve this for myself?

