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13.03.08

POST 117

Cllr Paul Carter Leader
Kent County Council
County hall
Maidstone
ME14 1XQ

LEADERS OFFICE

11 MAR 2008

8th March 2008

KENT COUNTY COUNCIL

Dear Cllr Carter

I am writing to very much support your proposed scheme to monitor Kent Hospital complaints. I know not everybody supports the idea or cost, however when you have experienced problems first hand you realise how important it is to follow a complaint through, and importantly have some follow on monitor against repeat happenings.

I am enclosing copies of correspondence for information, these copies show that despite all the recent adverse publicity, things are still short of satisfactory. I have been looking after the gentleman in question for many years, albeit he is now resident in a nursing home, and very happy. During this time I have had many dealings with your Social Services (excellent throughout) and of course care agencies where regrettably there were regular and sometimes serious shortfalls in service.

Complaining and achieving satisfactory outcomes can be awesome, daunting and difficult particularly for the less articulate. Similarly ensuring the complaints reach the right ears, and even more importantly ensuring satisfactory action is taken is equally difficult. I think also there are often a bewildering number of channels to use for a complaint. Therefore any collation process and follow through at 'high level' is to be applauded, and as sadly has been seen is very necessary.

I have been following the 'Links' process with great interest but sadly are of the view that it will drown in it's own bureaucracy.

Yours sincerely