

Resolution Takes Many Forms

Josie phoned the HCSCC because she was unhappy with the way her local health and wellbeing service set up appointments. She said she had been using the service for a long time and thought that she should not have to wait to get an appointment, or wait so long when she did attend an appointment.

Josie told the officer at the HCSCC that she just wanted her complaint to be heard. The SIO phoned the service and the appointment system was explained. It appeared reasonable, and the SIO phoned Josie to tell her what the service had said.

Despite the explanation, Josie was still very frustrated. The SIO reminded her that she had achieved the outcome she was seeking because the service was now aware that she is unhappy with them. Josie confirmed that this was a good result and said she was happy with the outcome.