# Culture assessment tool

As a senior leader it is important to lead by example. The way you behave and the things you do set the tone and culture for your organisation. Honestly answer the questions below and identify any actions you need to take to lead by example.

| **Statement** | **Yes** | **No** | **Proposed action** |
| --- | --- | --- | --- |
| Do your organisation’s values include an expectation that all colleagues welcome complaints and see them as an opportunity to learn, develop and improve services? |  |  |  |
| Do your organisation’s values include an expectation that all colleagues will speak out and be open and honest when something goes wrong and give meaningful apologies? |  |  |  |
| Do you have clear expectations and individual performance measures in place, for all your staff, to embed an open, accountable and non-defensive approach to dealing with and learning from complaints? |  |  |  |
| Do you regularly talk to colleagues, service users and the people who support them about their experiences and listen to their views on your organisation’s services? |  |  |  |
| Have you properly resourced and trained colleagues who deal with complaints to carry out fair investigations that reflect the experiences of everyone involved? |  |  |  |
| Are you regularly visible to all staff and do you talk to them about their experiences? |  |  |  |
| Do you play an active part in complaint handling? |  |  |  |
| Do you have systems and guidance in place to make sure that any colleague complained about is supported through the process and, where mistakes have been made, helped to learn from them without fear of blame? |  |  |  |
| Do you have appropriate central governance and reporting structures in place that bring together all sources of feedback on your service, including complaints, claims and patient safety? |  |  |  |
| Do you take accountability for the mistakes your organisation makes and for acting on and implementing learning identified? |  |  |  |
| Do you regularly talk to colleagues at all levels about what you have learned from complaints and how you have used that learning to improve services? |  |  |  |
| Do you share learning and best practice with other organisations and their senior leaders? |  |  |  |