

Tips for Local Resolution Meetings

There is no single 'right' way to approach a meeting with the NHS to discuss a complaint. However, the following tips may help you prepare and achieve a more constructive outcome.

- **Remember that Local Resolution Meetings are not intended to be confrontational.**
- **Try to attend with an open mind.**
- **Prepare a list of questions** you want to ask. You can bring this with you and use it during the meeting to ensure every point is covered.
- **Bring any relevant letters or documents.** Having all the paperwork to hand can make it easier to refer to specific details.
- **Stick to the agreed agenda and discuss each issue in turn** - this helps ensure that all points are addressed and nothing is overlooked.
- **Use the meeting as an opportunity both to express your views and to listen** - it allows you to share your concerns fully, but also to hear and consider the NHS's explanations.
- **It is okay to 'agree to disagree.'** Part of the purpose of a Local Resolution Meeting is to understand the NHS's response to your complaint. If you don't accept their explanations, remember that you may still be able to ask further questions or take the complaint forward at a later stage.



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