

## Who can I give my view?

Anyone can express themselves.

Even if I don't speak, speak a little or not well.

With the right tools, I can make myself understood.



## About what?

On what matters to me.

For example:

my life,

my care,

my relationships,

my home,

my culture,

my security.



## My view must serve a purpose

We listen to what I express,  
we make a plan with me,  
we take action,  
and we keep me informed.

This document presents the main points of the publication  
« Point de vue des personnes accompagnées par les ESSMS » – May 2025

All our publications can be downloaded at [www.has-sante.fr](http://www.has-sante.fr)



## The point of view of social services users

Steps to express, collect, analyse and take into account their experience and satisfaction

October 2025

## Giving my view is my right

Everyone has the right to say what they think. This right is written into the law. It applies to everyone, even if you are ill, disabled or speak not very well. Giving my views allows me to be respected and to participate in decision-making.



## My views comes first

Because I know my life. I know my strenght and my difficulties. Only I can say what suits me and what doesn't. Other people can help me, but they can't decide for me.

## Moving forward together

Me, the professionals, my family and friends, the partners: we have to work together.

The management where I live must also support this approach.



## Why ask for people's view?



People's opinions help:

- ☒ improve their lives,
- ☒ take better care of them,
- ☒ improve services,
- ☒ help professionals,
- ☒ help the government make the right choices.

It's useful for everyone.



## How do I give my view?

We adapt to me using simple, appropriate tools. It can be alone or in a group, with words or images. They explain things to me before asking questions. They reassure me and respect what I express.

The person who listens to me is trained and does not judge me. I can change my mind.