

Information about making a complaint

This information explains what we will do with the complaint you have raised about your experience, or that of a relative, friend or loved one, in respect of the care, treatment, services or amenities provided by the Trust. We treat all complaints seriously, and aim to resolve them within the timescales set out in the acknowledgement that accompanies this factsheet. You can also be assured that making a complaint will not affect future care or treatment at the Trust.

What can I expect from raising a complaint?

We acknowledge all complaints received within three working days and after reviewing your complaint in conjunction with your medical records, we will undertake a full investigation. If you have given us your telephone number, we will also try to call you to discuss your complaint.

We will then ask identified staff to provide a response to the complaint issues you have raised, and we may also ask for a review of clinical care to be undertaken where appropriate.

If we experience any delays in completing the complaint investigation, we will contact you to explain what is causing the delay and when we may be in a position to finalise the investigation.

Once the investigation has been finished, the Complaints Team will prepare a written response. The Chief Executive will read your complaint and then the written response that has been prepared and if the response is satisfactory, it will be signed and sent to you. If the Chief Executive is not satisfied, it will be returned to the Complaints Team so that the final response meets our quality standards.

What will you learn from my complaint?

You will be assured to know that we find complaints to be a very helpful source of feedback and any actions and/or learning identified as a result of your complaint will be shared with the relevant staff, wards or units. We have internal processes to ensure these actions and/or learning are implemented to prevent similar problems from happening in the future, as it is important that another patient, relative, friend or loved one does not have the same experience you have had cause to complain about.

What can I do if I am unhappy with your response?

If you are not happy with our response to your complaint, please let us know.

We can re-open your complaint, and look again at any issues you feel we have not dealt with to your satisfaction. We can also arrange for you to meet with relevant managers or

clinical staff, as this may help provide further explanations or clarifications you seek to help answer your questions.

It is important to us that we make every effort to resolve your complaint locally and, as far as it is possible, to your satisfaction. However, there may be occasions when we are unable to achieve this and in these cases, you have the right to ask the Health Service Ombudsman to review your complaint. The contact details for the Parliamentary and Health Service Ombudsman are set out below.

Write To: Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk