

When should I make a complaint?

You should raise your complaint as soon as possible and within twelve months of you becoming aware of an issue. We appreciate that this is not always possible. Therefore, if this time period has passed, we would still like you to speak to us.

How will you deal with my complaint?

We will contact you within three working days of getting your complaint. We will then agree with you how we will look into your complaint and what you can expect.

We will also propose a timescale for the completion of the investigation and resolution.

After your complaint has been thoroughly investigated, we will send you a full written response from our Chief Accountable Officer.

Will I be treated fairly?

We understand that some people worry whether their treatment will be adversely affected because they have raised a complaint. Please do not worry about this. We also appreciate that those using our services have different needs and we want to make sure that you do not face any unnecessary barriers to raising a complaint. Staff will be happy to discuss this with you to ensure that you are not disadvantaged in any way.

I need help to make my complaint, who do I contact?

If you would like help making your complaint including help with writing your letter, you can contact the Independent Complaints Advocacy Service (ICAS). ICAS provides free, independent advice about the NHS complaints procedure:

Helpline: 0300 456 2370

Email: pohwericas@pohwericas.net

Website: www.pohwer.net

What if I am unhappy with the way in which the NHS has handled my complaint?

You can ask the Parliamentary and Health Service Ombudsman to consider it further:

Telephone Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk