

## Complaints Service

# The NHS Complaints Procedure - How can we help you?

We want to provide a high quality service and work hard to achieve this aim. However, we do not always get things right and where concerns are raised with us, we have a duty to respond to the issues and resolve them to the best of our ability.

### How can I complain?

Your complaint may be about something that could be resolved straight away by talking it through with a member of staff. You can approach staff within the service concerned, such as the Ward Manager, or if you would prefer to talk to someone independent of the care, you may value a discussion with PALS (Patient Advice and Liaison Service).

### Patient Advice and Liaison Service (PALS)

PALS are there to help if you do not want to make an official complaint, but do have an enquiry, concern or difficulty that you would like us to try and resolve for you. In these instances PALS will be happy to help you and they can be contacted via their office in the main hospital entrance or on Freephone 0800 028 4203.

However, sometimes your concerns require an investigation into the care or service received and it is preferable in these instances to put the complaint in writing and forward it to the Trust's Complaints Manager. The full address is provided at the end of this leaflet. Alternatively you can e-mail your concerns to the hospital's Complaints Service via [complaints@uhcw.nhs.uk](mailto:complaints@uhcw.nhs.uk).

### Who can complain?

Anyone who is receiving or has received NHS treatment or service can complain and if you feel your treatment is affected due to raising a concern you should again contact the Complaints Manager. If you are unable to complain yourself you can ask a friend or relative to make the complaint for you. This will require your consent to enable us to take the matter forward, for us to liaise with any other provider involved and to respond to the person making the complaint on your behalf. You can also contact ICAS (Independent Complaints Advocacy Service) on 0845 337 3056 for assistance with making your complaint.

### When do I need to have made my complaint by?

It is important that you make your complaint as soon as possible after the event you wish to complain about, but generally under the NHS Complaints Procedure it is only possible to investigate complaints made:

- within 12 months of the event or
- within 12 months of you realising you have something to complain about.

# Patient Information

## What will happen when I complain?

If we cannot resolve your concern immediately we will acknowledge your concern or complaint within 3 working days. A contact number will be provided to give you the opportunity to ring and discuss your concerns. A thorough and fair investigation will then be carried out and we aim to provide a written response from the Chief Executive within 25 working days. If this timescale cannot be met we will contact you with an explanation.

## What if local resolution doesn't work?

It is important to the Trust that we do all we can to resolve your complaint. If you are still dissatisfied after receiving the Chief Executive's response, the opportunity is there for you to contact the Complaints Service who will be happy to go through the options with you. This may result in further correspondence from us or a meeting and, if necessary, your complaint may need to be considered by the Parliamentary and Health Service Ombudsman (PHSO). Please understand that the emphasis is on the Trust resolving the complaint locally and the PHSO may, on assessment, decide that there is further scope for us to achieve this.

## Useful addresses and telephone numbers:

<b>Patient Advice and Liason Service (PALS)</b> Tel:0800 028 4203 University Hospitals Coventry and Warwickshire NHS Trust Clifford Bridge Road Coventry CV2 2DX	<b>Sharon Wyman, Complaints Manager</b> University Hospitals Coventry and Warwickshire NHS Trust Clifford Bridge Road Coventry CV2 2DX Tel: 024 7696 5198 Email: <a href="mailto:complaints@uhcw.nhs.uk">complaints@uhcw.nhs.uk</a>
<b>PHSO</b> Millbank Tower Millbank London SW1P 4QP Tel: 020 721 74211 Fax 020 7217 4067	<b>Independent Complaints Advocacy Agency (ICAS)</b> Tel: 0845 3373056

The Trust has access to interpreting and translation services. If you do need assistance please contact the Complaints Manager so we can do our best to meet your needs.

The Trust operates a smoke free policy

[www.uhcw.nhs.uk](http://www.uhcw.nhs.uk)

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