

## Complaints Service

# Making a Complaint

**This leaflet explains what you can do if you are unhappy with the care or service we provide and how we will resolve your complaint**

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust is committed to providing a high quality service to all our patients.

We recognise that sometimes things go wrong and therefore we take the investigation of complaints about our services very seriously.

We will listen to patients, relatives or visitors who raise complaints, respond to them and learn from them.

### What you should do

**If you or your relatives are unhappy with any aspect of your care, or the service you receive whilst you are staying in hospital or attending an outpatient clinic, in the first instance please speak to a member of the ward or clinic staff as soon as possible as they may be able to sort out the problem.**

If you feel your concern has not been resolved, or you are not comfortable talking to the ward or clinic staff directly, you can contact the hospital's Patient Advice & Liaison Service (PALS). PALS provide confidential advice and support and can assist in resolving your concerns. Please ask for a copy of our PALS leaflet to find out more, call Freephone 0800 028 4203, or you can use the formal complaint process.



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### **Making a formal complaint**

If you want to make a formal complaint you should follow these steps:

#### **Stage One – Local Resolution:**

- You can contact us by email, telephone or by post. A template letter to help you can be found on our website: [www.uhcw.nhs.uk](http://www.uhcw.nhs.uk) or can be obtained by emailing [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk).
- If your complaint is detailed or complex, please write it down so that we can be sure that we understand all of your concerns.
- Tell us what outcome you would like from your complaint (we will ask you about this when we acknowledge your complaint).
- We aim to investigate and respond to complaints within 25 working days although in complex cases this may take longer, which we will discuss with you.
- You will receive a written response from the Chief Executive Officer.
- If you are dissatisfied with our response the Complaints Service will be pleased to discuss further local resolution options with you.
- If all options to resolve your complaint locally have been tried you can request that the Parliamentary and Health Service Ombudsman reviews your complaint.

#### **Stage Two – Parliamentary & Health Service Ombudsman (PHSO):**

The PHSO provides a service to the public by undertaking independent investigations where the NHS has not acted properly or fairly or has provided a poor service. In most cases the PHSO will not investigate a complaint unless it has already been made to the hospital and all options for resolution have been explored.

The PHSO has consultant, nursing and medical staff that will provide expert clinical opinion and will assist the PHSO in making any recommendations to the hospital in the event that they decide to take up your case. The PHSO contact details are at the end of this leaflet.

### **Is there a time limit for making a complaint?**

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

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- Within 12 months of you realising you have something to complain about.

### **Can I get help to make my complaint?**

**The Independent Complaints Advocacy Service (ICAS)** provides free, independent advice and support to people wishing to make a NHS complaint:

#### **ICAS for Coventry is provided by Healthwatch Coventry**

Telephone: 024 7625 2011

Email: [info@healthwatchcoventry.co.uk](mailto:info@healthwatchcoventry.co.uk)

[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)

#### **ICAS for Warwickshire is provided by VoiceAbility**

Telephone: 0300 2225947

Email [CWAdvocacy@voiceability.org](mailto:CWAdvocacy@voiceability.org)

#### **The Parliamentary and Health Service Ombudsman (PHSO)**

Millbank Tower

Millbank

London SW1P 4QP

Telephone helpline: 0345 015 4033

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **How to contact the Complaints Service at UHCW**

#### **Write to:**

Complaints Service

University Hospital Coventry & Warwickshire NHS Trust

3rd Floor Central, Quality Department

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Clifford Bridge Road  
Coventry  
CV2 2DX

### **Email us:**

[feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk) - start your subject line with **COMPLAINT**

### **Call us:**

Telephone: 024 7696 5203

Monday to Friday

8.00am – 5.00pm

(24 hour voicemail available)

We will aim to return your call by the end of the following working day.

### **Trust Website**

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

## **Further information**

The NHS Constitution establishes the principles and values of the NHS in England including the right for NHS users to make a complaint and for this to be investigated if they are unhappy with the level of care they have received from an NHS provider. To find out more about the rights to which patients, public and staff are entitled under the NHS Constitution please visit: [www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution).

More information about the NHS Complaints Procedure can be found on this link:

[www.nhs.uk/choiceinthenhs/rightsandpledges/complaints/pages/nhscomplaints.aspx](http://www.nhs.uk/choiceinthenhs/rightsandpledges/complaints/pages/nhscomplaints.aspx)

## Patient Information

The trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 5203 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

### Document History

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