

Complaints Service

Making a complaint

This leaflet explains what to do if you are unhappy with the care or services we provide. It explains how to make a complaint and the support you can access.

University Hospitals Coventry and Warwickshire NHS Trust (UHCW) is committed to providing high-quality care and services.

Sometimes things go wrong and we take your complaints seriously.

We will listen and respond to your complaints and we learn from them so we can improve.

What you should do

Please tell staff from the ward or clinic area as soon as you can if you are unhappy with the care or services we provide. Our staff may be able to resolve your concerns quickly.

If you feel your concern has not been resolved, you can contact the UHCW Patient Advice and Liaison Service (PALS). You can also contact PALS if you do not want to directly raise concerns with the ward or clinic staff.

PALS provide confidential advice and can help resolve your concerns. For more information about PALS:

- ask for a PALS leaflet
- phone PALS on 0800 028 4203 (freephone)
- use the formal complaint process, information below



Making a formal complaint

Please follow these steps if you want to make a formal complaint.

Stage 1: local resolution

- You can contact us by email, phone or post. A template letter to help you is on our website www.uhcw.nhs.uk. The template can also be requested by emailing: **feedback@uhcw.nhs.uk**
- Please write down your complaint if you can. This helps us understand your complaint if it has a lot of details. If you need support with this, please see details below on “Help when making a complaint”.
- Tell us what outcome you would like from your complaint.
- We aim to investigate and respond to your complaint within 25 working days. This may take longer for complex complaints.
- You will receive a written response from the Chief Executive Officer.
- The Complaints Team will discuss your options with you if you are dissatisfied with the response.
- If all options to resolve your complaint locally have been tried, you can request that the Parliamentary and Health Service Ombudsman (PHSO) reviews your complaint.

Stage 2: Parliamentary and Health Service Ombudsman (PHSO)

The PHSO provides an independent investigation service. Usually, the PHSO will not investigate a complaint unless it has been made to the hospital and all resolution options have been tried.

The PHSO contact details can be found in the “Help making a complaint” section of this leaflet.

Time limits for making a complaint

It is important to make your complaint as early as you can after the event. Under the NHS Complaints Procedure, it is usually only possible to investigate complaints made:

- within 12 months of the event
- within 12 months of you realising you have a concern to complain about

How to contact the UHCW Complaints Service

Write to

Complaints Service
University Hospital Coventry and Warwickshire NHS Trust
3rd Floor Central, Quality Department
Clifford Bridge Road
Coventry
CV2 2DX

Email: feedback@uhcw.nhs.uk (start your subject line with **COMPLAINT**)

By phone

Monday to Friday, 9am to 5pm (24-hour voicemail available)

Phone: 024 7696 5203

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

Help when making a complaint

Advocacy Service

Voiceability provide free, independent support to people wishing to make an NHS complaint. You can contact Voiceability by:

Website: www.voiceability.org

Email: helpline@voiceability.org

Phone: 0300 303 1660 (calls are free from landlines and mobiles in the UK)

Parliamentary and Health Service Ombudsman (PHSO)

Millbank Tower

Millbank

London SW1P 4QP

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

Phone: 0345 015 4033

Patient Information

NHS information

The NHS Constitution sets out the principles and values of the NHS in England. This includes the right for NHS users to make a complaint and for this to be investigated.

For information about the NHS Constitution, please visit www.gov.uk/government/publications/the-nhs-constitution-for-england

For information about the NHS Complaints Procedure, please visit www.nhs.uk/contact-us/how-to-complain-to-the-nhs

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.

Did we get it right?

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit: www.uhcw.nhs.uk/feedback



Document History	
Department	Complaints Service
Contact Tel	25203
Updated	April 2024
Review	April 2027
Version	12
Reference No	HIC/LFT/392/07