

Your Guide to Making a Complaint



Raising Concerns

If your concern is regarding something that can be resolved quickly, i.e. by the following day, you may wish to speak directly to the member of staff involved, their manager or talk to the Patient Advice Liaison Service (PALS).

Time Limits

NHS Regulations say a complaint must be made within 12 months of the incident happening, or within 12 months of you realising you have something to complain about. A complaint may be accepted outside of this if the body you are complaining to is satisfied that you had good reason for not making it sooner, and they feel it is still possible to investigate it effectively and fairly.

What can't be pursued through the complaints process?

- ◆ Compensation for clinical negligence
- ◆ Disciplinary action against an NHS staff member
- ◆ Complaints about privately funded treatment
- ◆ Complaints about organisations which are not NHS funded

Possible outcomes available by making a complaint:

- ◆ Apology
- ◆ Explanation
- ◆ Service Improvement

Stage One - Local Resolution

This is the first stage of the NHS complaints process, giving you the opportunity to explain what it is you are unhappy about and what you would like to happen. It also gives the NHS organisation or public health provider the opportunity to investigate your concerns and, where appropriate, use your experience to improve local services.

How to make a complaint

- 1) You can do it **verbally**, either in person or over the telephone. The NHS Complaints Regulations say that, if it is made verbally, the NHS organisation must make a written record of the complaint and provide you with a copy of this.
- 2) You can complain in **writing** - by letter or by email. This should be addressed to either the Chief Officer, Complaints Manager, Patient Experience Team or possibly a Senior Partner or Practice Manager.

What happens next?

Acknowledgement

The NHS body should contact you, either by phone or in writing, to acknowledge your complaint within three working days of them receiving it. When they do so, they should let you know who will be investigating it, how long this should take and how they will be replying to you.

Investigation

The NHS organisation should now carry out an investigation into your concerns. At this stage they may speak with the staff members involved and look into your medical records.

Response

Once the investigation is complete, the NHS body or service provider should send you a written response which includes:

- ◆ An explanation of how your complaint has been handled
- ◆ What conclusions have been reached
- ◆ What action, if needed, has been taken
- ◆ Information about Stage 2 of the complaint procedure

During this first stage of the complaints procedure, you may be offered you can request a meeting (Local Resolution Meeting) to discuss your concerns in person. In addition, if you do not feel all your concerns have been addressed, you can go back to the NHS body and request either further written responses or further meetings. Each complaint should be looked at individually and responded to in a way the NHS body feels meets your needs and resolves your concerns. Local resolution ends when either you are happy with the response you have received, or the Trust feel there is nothing further they can do. At the end of local resolution, if you are unhappy with the outcome of your complaint or the way in which your complaint has been handled, you can make a submission to the Parliamentary and Health Service Ombudsman (PHSO). The Ombudsman is independent of the NHS and their primary function is to review the way your complaint has been handled. This is the second and final stage.

The Parliamentary and Health Service Ombudsman

The Parliamentary and Health Service Ombudsman (PHSO) for NHS Complaints is the second and final stage of the complaints process.

Who is the PHSO and what do they do?

The PHSO is set up by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS. They look into complaints where someone believes there has been injustice or hardship because an organisation has not acted properly or has given a poor service and not put things right. They look into complaints fairly and the service is free for everyone.

The PHSO's office is the final stage for unresolved complaints and they usually expect you to complain to the organisation you are unhappy with first. This is so that it has the chance to look into your concerns and, where needed, put things right for you.

Making a complaint to the PHSO

In order to make a complaint to the PHSO you will need to complete the form: **Complaint Form - NHS in England**. This is available from the PHSO's website or from your local Healthwatch. You should send with your complaint a copy of the final decision letter from the organisation. You can post or email the form.

The three step PHSO process

Step One - When you first contact PHSO

When a case is received at the PHSO, it undergoes initial checks to make sure they can deal with your complaint. These include checking that they can look at the organisation you're complaining about and have you already been through the organisations complaints policy.

Step Two - Deciding whether to investigate your complaint

The PHSO will take a closer look at your complaint and decide if they should investigate. This includes whether you have been affected personally by what happened, whether you complained within a year of the issue or whether you had the option of taking legal action.

Step Three - Investigating your complaint

The PHSO will contact you to talk about your concerns and what they're going to investigate. They will gather all the information they need including from you and the organisation before they make their final decision on your complaint.

Who to complain to

For complaints about NHS GPs, dentists, pharmacies and opticians you can go directly to the provider i.e. the practice manager at your GP surgery or dental practice, or you can complain to the commissioner of the service. The commissioner of these services is NHS England.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net (write “For the attention of the Complaints Manager” in the subject line)

Write: NHS England, PO Box 16738, Redditch, B97 9PT

Website: www.england.nhs.uk/contact-us/complaint/

For Complaints about Castle Hill Hospital or Hull Royal Infirmary, you can raise the issue with the member of staff or their manager in the first instance. You can contact the PALS team via email or telephone or you can raise your complaint with the NHS Trust by writing to the Chief Executive.

Telephone: PALS: 01482 623065

Email:

PALS: pals.mailbox@hey.nhs.uk

Complaints: complaints@hey.nhs.uk

Write: Chief Executive, Hull University Teaching Hospitals NHS Trust, Alderson House, Anlaby Road, Hull, HU3 2JZ

Website: www.hey.nhs.uk/patients-and-visitors/feedback/

For complaints about **Hull Clinical Commissioning Group**

Telephone: 01482 335409

Email: HullCCG.Pals@nhs.net

Write: Patient Relations, Freepost Plus RTGL-RGEB-JABG, NHS HULL Clinical Commissioning Group, 2nd Floor, Wilberforce Court, Alfred Gelder Street, Hull, HU1 1UY

Website: www.hullccg.nhs.uk/patient-relations-pals/

For complaints about **Mental Health Services**

Telephone: 01482 303930

Email: HNF-TR.complaints@nhs.net or HNF-TR.pals@nhs.net

Write: Humber NHS Foundation Trust, Trust Headquarters, Willerby Hill, Beverley Road, Willerby, HU10 6ED

Website: www.humber.nhs.uk/copy-of-your-views/complaints-and-patient-advice-liaison-service.htm

For complaints about community health services provided by the **City Health Care Partnership (CHCP)**

Telephone: 01482 347627

Email: chcp.customercare@nhs.net

Write: City Health Care Partnership CIC, 5 Beacon Way, Hull, HU3 4AE

Website: www.chcpcic.org.uk/

To complain to the **Parliamentary and Health Service Ombudsman**

Email: phso.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033

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

Website: www.ombudsman.org.uk

NHS Complaints Advocacy

Advocacy Support

If you would like information about making an NHS complaint or support from an advocate, you can access our **free**, independent, confidential service at any stage of your complaint. We can provide information, advice or one-to-one support with a qualified advocate.

The NHS Complaints Advocacy Service is delivered by Healthwatch Hull.

How to contact the service

Telephone: 01482 595505

Email: enquiries@healthwatchkingstonuponhull.co.uk

Write: NHS Complaints Advocacy, Healthwatch Hull, The Strand, 75 Beverley Road, Hull HU3 1XL

Website: www.healthwatchkingstonuponhull.co.uk

About Healthwatch Hull

Healthwatch Hull is the independent consumer champion created to gather and represent the views of the public to ensure that the voices of those who use health and social care services are listened to by those who plan and provide them.



Scan this QR code with a smartphone app to visit our website.



healthwatch

Kingston upon Hull

How to contact us



01482 595505



enquiries@healthwatchkingstonuponhull.co.uk



Healthwatch Hull
The Strand
75 Beverley Road
Hull
HU3 1XL



www.healthwatchkingstonuponhull.co.uk



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