

# How to make a **complaint** guide



## Making a complaint

We aim to provide a caring, high quality service and are always pleased to receive your feedback, both positive and negative. However, we recognise that we don't always get it right. If the service you received today has not met your expectations then we would like to know why not. All comments and complaints are taken seriously regardless of their nature.

We understand that it is not always easy to make a complaint and so will endeavour to sort out your concerns as quickly as possible. To help this process it is helpful if you can make your comments at the time the problem occurred or as soon as possible afterwards. This gives us the best opportunity to resolve the issues.

If for any reason you feel you are unable to complain directly to us there are a number of other routes you can take. These are:

- With the Commissioner of services (for example the local Clinical Commissioning Group).
- To the CQC.
- Directly with the Parliamentary and Health Service Ombudsman (PHSO) at any time.

We will respond to your concerns considerately, quickly and as effectively as possible in line with the NHS Complaints regulations (2009).

## How to make a complaint

Our complaints procedure is based on three stages detailed below and is designed to make sure that we work with you to resolve any complaints as quickly as possible.

### Stage one - local resolution

**You can make your complaint:**

- In person / by telephone - ask to speak to the Manager

- In writing (including email) - some complaints are easier to explain in writing, please give as much information as you can, then send to the Manager as soon as possible.

We will contact you within three working days of receipt and together agree a plan on how the complaint

and investigation will proceed. We will also agree with you a timescale within which our response will be sent.

The response will tell you how the complaint was investigated, the evidence considered, the conclusions reached and any actions taken.

**When we look at your complaint, we shall aim to:**

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if appropriate
- Make sure you receive an apology, identify what we can do improve the service

It may be helpful for you to meet with the Manager and the Clinician to discuss your concerns and if this is the case arrangements will be made for this to happen at a mutually convenient time.

### Complaining on behalf of somebody else

Please note that we keep strictly to the rules of medical confidentiality.

If you are complaining on behalf of someone else, we have to know that you have their permission to do so. We will require their written permission to do so unless they are incapable of providing this, through illness or in the case of a child. Only

information relevant to the complaint will be disclosed.

If the 'complainant' does not want any information from their health records to be disclosed, this might affect the extent to which we can investigate and respond to your complaint.

### Stage two - an internal review:

If you are unhappy with the response you receive from the local Manager you can request an internal review by writing to the Divisional Manager Care UK - your concerns will be reinvestigated by a senior member of staff where you received your treatment and who has not previously been involved in the original investigation. The investigation will also review how your complaint was handled at the first stage.

The outcome will then be reviewed by the Divisional Managing Director for Care UK who will write to you with the final response.

### Stage three - the Parliamentary and Health Service Ombudsman

If, following internal review - stage two, you are still dissatisfied with the outcome of both internal investigations; you may request an external review of your complaint, from the Parliamentary Health Service Ombudsman (PHSO).

## Who to contact

### Stage one

The Manager at the address where you received your care.

### Stage two

Suzanne Lawrence  
Primary Care Managing Director  
Care UK  
Hawker House  
5-6 Napier Court  
Napier Road  
Reading  
Berkshire  
RG1 8BW

### Stage three

The Parliamentary and  
Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

CQC National Customer  
Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

## NHS complaints procedure

At anytime you can request that your complaint is handled under the NHS Complaints Procedure, which entitles you to be represented by the Independent Complaints Advocacy Service (ICAS).

The NHS Complaints procedure is available through the Department of Health's website ([www.dh.gov.uk](http://www.dh.gov.uk)).

### The Independent Complaints Advocacy Service (ICAS)

Provides support in dealing with complaints.

Details of your local ICAS office can be found at: [www.seap.org.uk/services/nhs-complaints-advocacy/](http://www.seap.org.uk/services/nhs-complaints-advocacy/)

You can also contact ICAS via

- Email at [info@seap.org.uk](mailto:info@seap.org.uk) or
- Telephone on 0330 4409000