

Please use the space below to give details of your comment, complaint, compliment, or suggestion about our services (if necessary please continue on a separate sheet).

Large empty light blue rectangular area for providing feedback details.

Please tick if you would like a response:



Central London
Community Healthcare
NHS Trust

Tell us about your experience of using our health services



Your feedback will help us improve what we do for patients, carers and relatives

We know that sometimes you may want to ask questions or raise a concern about a service you have used.

This leaflet explains what to do if you want to:

- ▶ Compliment/thank staff
- ▶ Resolve problems and issues
- ▶ Make a complaint
- ▶ What happens once the complaint has been made

We want to offer the best possible service.

- ▶ If you have a query or a question – [ask us](#)
- ▶ When we get it right – [compliment us](#)
- ▶ When we get it wrong – [tell us](#)

Should you experience a problem, please ask a member of staff or their manager to help you resolve the issue. If you need further help, you can contact the PALS and Complaints team directly.

If you or someone you know needs help understanding this document, or would like the information in another format such as large print, easy read, audio, Braille or another language, please contact our PALS team on **0800 368 0412** or by email: **CLCHPALS@nhs.net**

Compliments and comments

If you are happy about the service you have received or would like to thank someone or want to make a comment, please let us know. These will be used to highlight good practice and will be communicated to our healthcare teams.

Patient Advice and Liaison Service (PALS)

Being a patient, relative or carer can be a stressful and difficult time. If you have concerns or questions about our services, you can contact our PALS team. PALS can provide confidential advice, information and support for patients, relatives and carers. You may wish to access this service to help resolve matters informally and quickly.

Contact PALS:

Freephone: **0800 368 0412**
(Mon – Fri, 9am to 5pm)
Email: **clchpals@nhs.net**

Complaints

There are several ways to make a complaint if you are unhappy about any element of our services.

Speak to a member of our staff

If you have a complaint, we do encourage you to speak to somebody directly involved in your care, or the local manager responsible for the service, as they may be able to help you resolve your concerns straight away.

Contact the Complaints Team

If you feel that your concerns cannot be resolved informally or having met with staff involved in your care you can contact the Complaints team to raise a formal complaint.

Write to:

Complaints Team

Central London Community
Healthcare NHS Trust
2nd Floor
Parsons Green Health Centre
5-7 Parsons Green
London
SW6 4UL

Freephone: **0800 368 0412**
Email: **clchcomplaints@nhs.net**

What happens when I make a complaint?

We will ensure all complaints are investigated thoroughly and fairly.

Once made, your complaint will be acknowledged within 3 working days of receipt and we will then discuss with you how you would like us to proceed; for example you may prefer us to arrange a meeting or a written response.

We will also be asking you complete an equality monitoring form to help us to know whether we are providing a fair and equal access to all groups of people who need our services

Whichever way forward you choose, we aim to respond within 25 working days, however, complex complaints can take longer and we will agree a timescale with you. We will keep you updated on the progress of your complaint and will contact you if there is a delay for any reason.

Complaints should be reported within 12 months of the event. However, this can be extended if there is a good reason why the complaint was not made within this timescale and it is still possible to investigate the complaint effectively and fairly.

In our reply, we will try to tell you what action we are taking to make sure the problem you raised does not happen again. You will receive a response including a full explanation of what happened, an apology if one is due, details of lessons learned and actions taken to prevent problems recurring.

What does CLCH need to know about my complaint?

- ▶ Your full name, date of birth, address and telephone number
- ▶ If you are acting on behalf of someone else: their details and consent. This is because we may need to ask for their consent before we can investigate the complaint fully and inform you of the findings
- ▶ A summary of what happened and wherever possible who was involved, giving dates, name and job title of any member of staff involved in the complaint
- ▶ How you would like your complaint to be resolved e.g. over the phone, through a meeting or a written response
- ▶ What you would like to happen to resolve your complaint.

We'll keep you updated on the progress of your complaint and contact you if there is a delay for any reason.

Confidentiality

In order to look into your concerns, it may be necessary to review your medical and other related records. If you do not want us to do this please tell us but, bear in mind this may limit our ability to investigate your concerns.

What if I am unhappy with the response from CLCH?

Please contact us in the first instance if you have queries about our response. If you are not satisfied, please identify issues you feel have not been fully addressed. We will review the issues and respond.

Should you remain unhappy with how your concerns have been managed, you can ask the Parliamentary and Health Service Ombudsman for an independent review of your case.

You can contact the Ombudsman using the details below.

Write to:

The Parliamentary and Health Service Ombudsman

Millbank Tower
30 Millbank
London
SW1P 4QP

Telephone helpline: **0345 015 4033**
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Our promise to you: patients and their carers who use our services will not be treated in any adverse way as a result of their complaint to CLCH.

How will you support me if I make a complaint?

We believe that when you make a complaint you have the right to:

- ▶ Be heard
- ▶ Participate in the complaints process and choose how you would like your complaint to be resolved
- ▶ Be treated with dignity and respect at all times.

Our complaints policy sets out how we look into your complaints. You can read this on our website at www.clch.nhs.uk

Advocacy Support

Independent Health Complaints Advocacy Service (IHCAS) is a free service, independent of the NHS, which can provide advice about the NHS complaints process. It can also provide useful assistance to patients and carers who wish to raise any concerns about their NHS treatment or care, such as helping to write letters on your behalf or attending meetings with you.

IHCAS can be contacted by telephone on: **020 3553 5960**
Email: pohwer@pohwer.net

Further information about IHCAS can be found on their website: www.pohwer.net

You can contact us on Freephone 0800 368 0412 or by email: CLCHPALS@nhs.net, or complete the form below and either hand it to a member of staff or return it by post: **Complaints Team, Central London Community Healthcare NHS Trust, 2nd Floor, Parsons Green Health Centre, 5-7 Parsons Green, London SW6 4UL.**

Please tick one of these boxes. This is a:

Comment Compliment Concern Complaint

Should you wish to remain anonymous please go to straight to the page overleaf.

Patient's name (Mr/Mrs/Ms/Miss/Mx):

Address:

Postcode:

Daytime Phone Number (inc code):

Mobile:

Email address:

Date of birth: / /

Please choose your preferred method of communication:

Telephone Email Letter

If you are completing this form for somebody else, please give your details below

Name (Mr/Mrs/Ms/Miss/Mx):

Address:

Postcode:

Daytime Phone Number (inc code):

Mobile:

Relationship to patient:

Email address:

Signed consent for you to act on their behalf:

