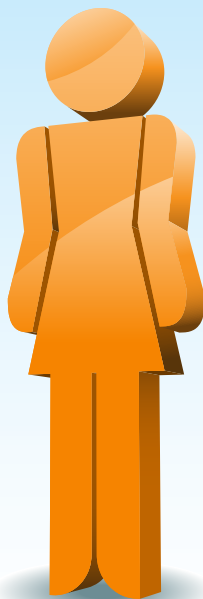
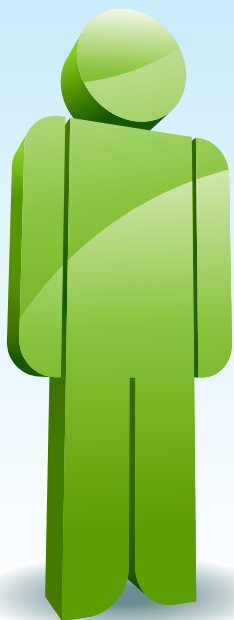


# Making a Complaint



# Introduction

We recognise that sometimes our users may want to complain about a service that they have received. We want to hear your complaints because your experience can be used to help us to improve these services.

This leaflet explains how to complain about health and social care services and what help you can get from NHS City and Hackney in making a complaint, it being investigated and resolved to your satisfaction.

## Complaints

The simplest approach would be to speak with a member of staff at the time you experience the problem. They or their manager will try to help you resolve this informally, without you having to make a complaint.

The Patient Advice and Liaison Service (PALS) exists to provide on the spot advice and support to patients, their relatives and carers. They can assist in sorting out difficulties quickly and you may wish to access this service to help resolve matters informally.



# How to contact PALS:

PALS  
NHS City and Hackney  
A Block/B Block  
Ground Floor  
St Leonard's  
Nuttall Street  
London  
N1 5LZ

Opening times:  
9am – 5pm Monday - Friday

(Out of hours voicemail  
facility available)

Freephone: 0800 923 0107

Telephone: 020 7683 4453

Fax: 020 7683 4505

Email: [pals@chpct.nhs.uk](mailto:pals@chpct.nhs.uk)

# How to make a complaint

If your problem has not been resolved by speaking to a member of staff where the problem has occurred or by speaking to the PALS Service, you will be referred to the Complaints Team.

- You can usually meet with a member of the Complaints Team during office hours, occasionally an appointment may be necessary and you can contact a member of the Complaints Team to arrange an appointment.
- Any of our staff at NHS City and Hackney can contact the team to help arrange an appointment for you or you can contact PALS.
- When making a complaint it helps to have as many details as possible, and NHS City and Hackney staff can help with this.
- The Complaints Team is available to support you in making a complaint and you can write to the Complaints Manager, using the form in this leaflet or in a separate letter.

Please provide us with as much detail as possible:

How would you like your complaint to be resolved?

How do you think the problems could have been avoided or put right?

What service are you complaining about?

What part of the service were you unhappy with?

Help us to help you by providing as much information about your complaint as possible such as any relevant dates, names of staff and copies of relevant letters or other documents.

## What happens once you make a complaint?

Once you make a complaint, NHS City and Hackney undertakes that:

- your complaint will be acknowledged verbally or in writing within three working days of us receiving the complaint when an action plan will be agreed;
- an investigation will begin immediately, or once consent is received and we will aim to send a detailed letter of response, signed by the Chief Executive, within the agreed timescale.

A member of the Complaints Team will notify you by telephone or in writing of any delays with the investigation of your complaint and agree an extension of the timeframe with you.

Help us help you!



# Help with making your complaint

We offer a telephone interpreting service if you do not speak English. Please contact the Complaints Team on [020 7683 4111/4205](tel:020768341114205) for further information.

- Independent Complaints Advocacy Service (ICAS)

ICAS is an independent service which provides advice, information and support to health and social care service users wishing to make a complaint.

In London, the ICAS service is provided by POHWER.

The telephone number for north east London is [0845 120 3784](tel:08451203784)

- The Parliamentary Health Service Ombudsman

NHS City and Hackney will do as much as we can to resolve your concerns. However, if you are still unhappy after your complaint has been through local resolution you can approach the Health Service Ombudsman to request that your complaint, or the handling of your complaint, be investigated.

Your complaint will be reviewed and a decision will be made as to whether the Ombudsman progresses with a complaint investigation.

The Ombudsman's contact details are:

The Health Service Ombudsman  
Commissioner for England  
Millbank Tower, Millbank, London SW1P 4QP

Tel: [0845 015 4033](tel:08450154033) Fax: [020 7217 4000](tel:02072174000)

## Our statement of non-discrimination:

NHS City and Hackney is committed to delivering a complaints service which provides a fair, open and honest investigation and response. As such, NHS City and Hackney will handle every complaint in line with the procedures in the NHS City and Hackney Complaints Policy.

NHS City and Hackney will do its best to ensure that those making a complaint will not receive less favourable treatment or be discriminated against as a result of them making a complaint, and will take appropriate action where there is evidence that this has occurred.

Monday - Friday  
9.00am - 5.00pm



CHTPCT/04/2

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**Turjubaan lacag la'aman ah ka soo wac telefoonka.**

**Para uma tradução grátis, telefone.**

বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

મફત ભાષાંતર માટે ફોન કરો.

ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

مفت ترجمے کے لئے ٹیلیفون کیجیے۔

**Za besplatne prevode pozovite**

**Para obtener una traducción telefónica gratuita llame al:**

Перевод – бесплатно. Звоните.

**Për një përkthim falas telefononi.**

இலவச சிறப்புக்கொள்பீட்டு உதவல்களைக் கொள்வீடு.

**Πο δωρεόν μετάφραση, τηλεφωνήστε.**

**Ücretsiz çeviri için telefon edin.**

**Điện thoại để được thông dịch miễn phí.**

بۇ دەرىڭىران (شەرجومە كۆردۈن) بە خۇبارىيى، ئەلەفۇن بىكە.

**Del nemokamo vertimo skambinkinte**

**For large print or Braille phone**

**020 8430 3040**



Please print your contact details below. Tear off this section of the leaflet, fold and send to our Complaints Manager. If you want to give your comments anonymously, leave this section blank.

Name.....

Address.....

.....

.....

Phone.....

Mobile Phone.....

Email.....

Date.....

Do you have any special requirements  
that we need to know about?

.....

.....



## How to contact us

Complaints Department  
NHS City and Hackney  
B Block Basement  
St Leonard's  
Nuttall Street  
London N1 5LZ

9am – 5pm Monday - Friday

Tel: 020 7683 4111/4205  
Switchboard Number: 020 7683 4000  
Fax: 020 7683 4650  
Email: [complaints@chpct.nhs.uk](mailto:complaints@chpct.nhs.uk)

Also available in large print, Braille,  
audiotape and PC formatted disc formats.

