

Compliments, comments concerns and complaints

For young people

How to tell us if things have gone well

If you have been happy with the service and care you have received from NELFT, we would love you to tell us.

If you are with the person who has provided your care, feel free to pass on a compliment, or you can contact us using the details overleaf.

How to tell us if you want to make a complaint

We want all children and young people to have a good experience with us. Sometimes this doesn't always happen, and we can only improve the way we do things if you tell us about the issues you have. Please contact us and tell us what has happened.

What will happen next?

Once you have told us about something that concerns you, we will respond to you within three working days to let you know that we have received your complaint. Then a staff member will contact you so you can speak to them directly.

Do my parents have to know?

Confidentiality is considered very important to us. You have the right to expect that all information given to us in confidence will be used only for the purpose of which it was given. Information about you will not be given to others without your permission.

However, in exceptional circumstances - for example, if we feel there is a risk of harm from, or to, others or if there may be child protection or safeguarding issues – confidentiality may be broken. If it does become appropriate to share information gained in the course of our work with other professionals, that information will be kept in strict professional confidence.

What happens after I have made a complaint?

- A member of the complaints team will get back to you within three working days of receiving your complaint
- The complaints handler will tell the service manager about the complaint and ask them to contact you
- The service manager will contact you to talk about your concerns and see if they can help make things better
- You will have a chance to tell us how you feel about the response you receive and the changes that are being made
- The Service Manager then has 25 working days to respond to you

How to contact us

Complaints Team, Suite 12,
Phoenix House, Christopher Martin Road,
Basildon, SS14 3EZ

Tel: **0300 300 1711**

Email: nelftcomplaints@nelft.nhs.uk

Would you like this information in another format?

For copies of this information in a different language, or a different format such as braille, audio or larger print, please contact our equality and diversity team on **0300 555 1201 ext. 65076**

NELFT provides community and mental health services for people of all ages in Essex and the London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest.

NELFT NHS Foundation Trust

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