

Compliments, comments concerns and complaints

About this leaflet

This leaflet provides information about providing feedback to NELFT NHS Foundation Trust and includes:

- an introduction to providing feedback to NELFT
- making a complaint
- what happens after you have made a complaint
- ways to contact us if you have any compliments, comments, concerns or complaints

Introduction

NELFT aims to provide high quality care and services to our patients and service users. We want to know when things go well and also help you with any concerns or questions you may have about your care and treatment.

If you have a compliment, comment or concern about your care or about our service, please speak to a member of staff who is with you at the time. They may be able to assist you straight away and resolve your concerns or share your positive comments to staff involved in your care.

If you are not satisfied with the response, please ask to speak with a manager or a senior member of staff, who will do their best to resolve your concerns and agree with you what should be done.

If the staff member is unable to assist you, your first point of contact is to speak with the Assistant Director of Services. They can be contacted by calling the Trust on 0300 555 1200.

Making a complaint

If we are unable to resolve your concerns you can make a formal complaint either by telephone, by email or in writing clearly stating the specific issues you wish to complain about.

A complaint may be made by a patient, service user, or by someone acting on the patient or service user's behalf. If the complaint relates to the patient's care we would require their consent to share personal information with you.

Complaints should normally be made within twelve months of the date of the event or as soon as the matter first came to your attention.

You can obtain support in making a complaint from VoiceAbility an NHS Complaints Advocacy Service. This service is free of charge.

What will happen next?

Your complaint will be acknowledged within three working days of receipt.

In our acknowledgement letter to you we will outline the complaints process.

If, despite all our efforts to resolve your complaint we fail to address your concerns, the final stage is for you to contact the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint. The PHSO is free of charge.

You can also contact the Care Quality Commission (CQC) about your experience of our services, although the CQC cannot investigate individual complaints.

Please see the back of this leaflet for all contact information.

Contact (for complaints)

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

Tel: 0300 300 1711

Email: nelftcomplaints@nelft.nhs.uk

Other useful contacts

NHS Complaints Advocacy (VoiceAbility)

Tel: 0300 330 5454

E-mail: nhscomplaints@voiceability.org

www.nhscomplaintsadvocacy.org

Parliamentary and Health Service

Ombudsman (PHSO)

Millbank Tower, Millbank London SW1P 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

Care Quality Commission National Customer Service Centre

Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

Tel: 0300 061 61 61

Email: enquiries@cqc.org.uk,

www.cqc.org.uk

HealthWatch

Visit www.healthwatch.co.uk to find the contact details of your local HealthWatch

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

Trust Head Office, Goodmayes Hospital, Barley Lane, Ilford, Essex IG3 8XJ. Tel: 0300 555 1200.

