



How to make a complaint about your care



This leaflet tells you what to do if you wish to raise any concerns about your care and what will happen if you do this.

Overall, the feedback we get from patients is very positive. We realise, however, that there may be times when we do not always get things right. On these occasions we welcome your feedback as this helps us to improve the services we provide. So, if you have any problems with any aspect of your care, please tell us.

Who should I talk to first?

Most concerns can usually be sorted out straight away with the staff who are caring for you. This might be your nurse or midwife, the doctor or other health worker. Tell them what has happened and they will do their best to put things right as quickly as possible.

You may also contact our Patient Advice & Liaison Service (PALS) – this is like a Customer Service desk. PALS will listen to your concerns and will provide practical assistance and help.

What if I am still not satisfied?

If you feel that you have made every effort to try and resolve your concerns directly with the staff or through PALS, but this has not been successful you may decide to make a formal complaint. If this is what you decide to do then it is important to do this as soon as possible; this should normally be within twelve months of the event.

Can I complain about anything?

The NHS complaints procedures cannot deal with complaints about private health care and cannot award financial compensation.

Can someone complain for me?

Yes, they can but we will need to get your permission before we can provide them with any information.

If I make a complaint will this affect my future care?

No, there is no need to worry about this. Please be assured that we will not treat you any differently because you have complained.

How do I make a formal complaint?

If you wish to make a formal complaint – please write to the Chief Executive. If you need any help or advice on how to make a complaint or wish to discuss your concerns, please see below for details.

What happens next?

When we receive your complaint we will either contact you by telephone or write to you within 3 working days to let you know how we intend to deal with your complaint and how long this process will take. If we cannot resolve the matter straight away we will investigate this with the relevant staff and then write back to you with the outcome. This whole process is called Local Resolution.

What if I am still unhappy

If you are not happy with the response to your complaint then let us know straight away so that we can try and resolve matters for you. We may investigate your concerns further or we might suggest that you come in to meet with staff to discuss your complaint in more detail.

If, after this you still feel that your concerns are unresolved you can refer your complaint to the Health Service Ombudsman who may decide to undertake a further investigation.

***The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank, London
SW1P 4QP
Tel: 0345 0154033
www.ombudsman.org.uk***

Can I get help to make a complaint?

The Independent Complaints Advocacy Service (ICAS) and Community Health Council (for Welsh residents) can provide free advice and support to anyone making a complaint.

***Independent Complaints Advocacy Service
The Gateway Conference Centre
71 London Road, Liverpool
L3 8HY
Tel: 0300 456 8350
Email: liverpoolicas@carersfederation.co.uk***

***Community Health Council (Welsh residents only)
Cartefle, Cefn Road
Wrexham
LL13 9NH
Tel: 0845 226 7292***

And finally...

We don't just want to know when things go wrong, we also want to know what you think of our services. Please feel free to write with any compliments, comments and suggestions you may have.

Useful contacts

**Chief Executive
Countess of Chester Hospital
NHS Foundation Trust
Liverpool Road, Chester
CH2 1UL**

**Patient Advice & Liaison
Service (PALS)**

See address above

**Telephone:
Freephone 0800 1951241,
select option 2
or 01244 366066**

Produced by Head of Complaints and
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إذا ترغب في الحصول على النسخة باللغة العربية ، فضلاً اتصل بمركز معلومات المرضى أو تحدث مع أحد الموظفين

若是你想索取這份傳單的中文譯本，請聯絡「病人預約中心」或向其中一名職員查詢。

Si vous voulez cette brochure en français, contactez le bureau des rendez-vous ou demandez à un membre du personnel.

यदि आप यह पत्रचा हिन्दी में लेना चाहते हैं तो कृपया पेसेन्ट ऑफाइन्टमेन्ट सेन्टर से संपर्क करें या किसी स्टाफ से पूछें।

Haddii aad jeclaan laheyd buug-yarahan oo af-Soomaali ku qoran la soo xiriir xarruunta bukaan ballaminta ama wax wey-dii xubin shaqaalaha ka tirsan.

Si desea recibir este folleto en español, sírvase contactar al Centro de Citas para Pacientes o solicitarlo al personal.

آگر آپ کو یہ نسخہ چاہیے تو براہ کرم ہسپتال کے سینٹر یا کسی سٹاف سے رابطہ کریں۔

Mae'r daflen hon ar gael (ar gais), mewn print bras, ar dâp sain neu ar ddisg, ac efallai mewn ieithoedd eraill ar gais. Cysylltwch â chanolfan apwyntiadau cleifion i ofyn am gopi.

If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on compact disk and in other languages on request.

Please contact the Patient Advice and Liaison Service (PALS) on:

Tel: 01244 366066 or email: cochpals@nhs.net

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