

## COMPLAINTS INFORMATION

All our staff at CHEC are committed to providing safe, high-quality care and ensuring every patient has a positive experience.

However, we understand that sometimes patients may wish to complain or seek clarification about their care or the way services have been delivered.

This leaflet explains what to do if you want to complain, and how your complaint will be handled by our team. This policy follows CHEC Policy, CQC and NHS Complaints Procedures.

### Who should you contact?

It is important that you tell us know as soon as possible if you have a concern or complaint, so we can resolve the matter promptly and to your satisfaction. Please speak to a member of staff straight away if you are unhappy with any aspect of your care or if you need more information.

At CHEC, we encourage open communication and would prefer to discuss any issues with you directly to minimise any distress or concern. Our patient co-ordinators, receptionists, technicians, nurses, and doctors will be happy to answer any concerns/issues and resolve this straight away. If you would prefer to talk to someone not directly involved in your care, please contact the Compliance Team on [feedback@chec.uk](mailto:feedback@chec.uk). Our team will be happy to provide advice and support.

In the event that you wish to make a formal written complaint, please forward a letter of complaint to:

Complaints Manager

CHEC, 1-6 Star Building  
Olivers Place  
Fulwood Preston  
PR2 9WT

or send via email to [feedback@chec.uk](mailto:feedback@chec.uk).

If you are unable to complain yourself, you may appoint an *authorised representative*. Written consent will be required for someone to act on your behalf.

### CHEC Complaints Process

At CHEC, we have three stages in our complaints process;

- i) Stage 1 - Local resolution. We are committed to resolving at this stage for our patients. In the event local resolution cannot be accomplished, CHEC will undertake the further stages below;
- ii) Stage 2 - Appeal to the CHEC Board of Directors

- iii) Stage 3 -External independent assessment by Parliamentary and Health Service Ombudsman (PHSO).

### What You Can Expect

We will do our utmost to resolve the problems as quickly as possible, and all information is managed confidentially. At times, to investigate thoroughly it may be necessary to discuss with our staff and other organisations involved in your care. This allows us to establish the facts, assess and decide on the best course of action. All information is managed through our Information Governance and Security processes.

**Local Resolution – Stage 1** Your complaint will be dealt with promptly. Ordinarily, you will receive written acknowledgement within 3 working days of receipt of your complaint, unless we believe we can offer you a full written explanation and reply within 5 working days. A full response should be received within 20 working days. If for any reason, the investigation is complex and requires a longer time period, you will be kept informed every 20 days. On completion of a full investigation, you will receive a letter of explanation sent within 5 days of the process concluding.

**Appeal – Stage 2** If you are not satisfied with the outcome of our local resolution, you can appeal to the Board of Directors of CHEC within 20 working days. Our Chief Nursing Officer and an appointed Director will review all aspects of the complaint and may decide to discuss it with the other Senior Clinicians or Managers of CHEC.

You will receive a response within 4 weeks.

Contact for Stage 2 Appeals:

Compliance Department  
CHEC  
1-6 Star Building Olivers Place  
Fulwood  
Preston, PR2 9WT  
Email: [feedback@chec.uk](mailto:feedback@chec.uk)

### If You Are Still Unhappy

If you remain dissatisfied after completing our internal complaints process, you may contact the Parliamentary and Health Service Ombudsman to review your case. The Ombudsman's role is to consider complaints that government departments, a range of other public bodies in the UK, and the NHS in England, have not acted properly or fairly or have provided a poor service. This is usually, within 20 working days. They will conduct an inquiry into your complaint and examine our complaints procedure.

Contact the Ombudsman as follows:

T: 0345 015 4033 | E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) | W:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk) Alternatively, you can also contact the Care Quality Commission (CQC):

T: 03000 616161 | E: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Address: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

### **We Welcome Your Feedback**

We genuinely want to hear from patients who are not fully satisfied with our service. Your feedback helps us improve and ensures a better experience for all patients and their families or carers. We review complaints and patient feedback regularly to identify lessons learned and make improvements to our services.

We encourage you to complete our patient questionnaire and welcome any comments or suggestions you may have.

**Lauren Simkin**

Complaints Manager