

Patient Complaints Leaflet

Have your say – complaints & Feedback

We aim to provide the best possible care. If you are unhappy with any aspect of our service, please let us know.

How to Make a Complaint

You can make a complaint.

- Speaking to a member of staff
- In writing
- By telephone
- Emailing us on northantsicb.rdhg.complaints@nhs.net

Who can complain?

- Patients
- Carers
- Representative (with patient consent)

What happens next?

1. We will acknowledge your complaint within 3 working days.
2. We will agree how your complaint will be handled.
3. We will respond with:
 - What we found
 - Any actions taken.
 - An apology where appropriate

How long will it take?

We aim to respond within 10-25 working days depending on the complexity.

Confidentiality

Your complaint will be handled confidentially and will not affect your care.

Need Help making a complaint

You can get free independent support from:

NHS Complaints Advocacy www.pohwer.net/nhs-complaints-advocacy

They can help you write letters and understand the process.

Still Not Happy

If you are not satisfied with our response, you can contact the

- Parliamentary and Health Service Ombudsman

www.ombudsman.org.uk/making-complaint

They make the final decisions on unresolved NHS complaints.

Time Limits

Please make complaints within 12 months of the issue

We learn from Complaints

Your feedback helps us improve our services for all patients.