

A GUIDE TO MAKING A COMPLAINT



This leaflet explains how you can make a complaint.

The Confederation, Hillingdon CIC
Link 1A
Civic Centre,
High Street,
Uxbridge, Middlesex,
UB8 1UW

COMPLAINTS PROCEDURE

The Confederation is committed to handling complaints in line with the NHS Complaints standards, also adopting best practice principles from the Parliamentary and Health Service Ombudsman.

If you have a complaint or concern about the care, treatment or service you have received in any of our services or from any of our staff, please let us know. Our Policy promotes a service user lead approach to handling complaints and provides the service user with confidence and support that their issues are important to us.



HOW TO COMPLAIN



We hope that most issues can be sorted out informally and quickly, often at the time they arise and with the person concerned.

If the issue(s) cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks as this will enable us to establish what happened more easily.

Complaints should be made;

- Within 12 months of the matter which caused the problem; or
- Within 12 months of becoming aware you have something to complain about.

You can contact us about your complaint by sending us specific details of what you feel went wrong, any helpful information and the outcome you will like by email to hillconfed.webfeedback@nhs.net, or via our website <https://www.theconfederationhillingdon.org.uk/> in the 'Contact Us' section, or by post to Link 1A, Civic centre, High street, Uxbridge, UB8 1UW.

Alternatively, you can complain verbally or in person at any of our services by asking for the service manager.

WHAT WE WILL DO



We shall acknowledge your complaint within three working days, and offer to discuss your concerns and agree the way forward with you.

We will investigate your complaint and aim to provide you with our findings within 25 working days or a time frame agreed with you.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would find this helpful.
- Make sure you receive an appropriate apology.
- Identify what we can learn from your complaint and what we can do to make sure the problem doesn't happen again in order to improve our services.

Complaining on behalf of someone else



Please note that we keep strictly to the rules of confidentiality.

If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so.

A consent form signed by the person concerned will be needed, unless they are incapable (because of illness or other reasons) of providing this.

Parliamentary Health Service Ombudsman (PHSO)

If you do remain dissatisfied with our response you can approach the PHSO with your complaint but we always try to resolve locally first.

This should be done within 12 months of the final outcome from us. You can contact the PHSO, Milbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033

Care Quality Commissioners (CQC)

You can also approach The Confederations regulators the CQC via;
Telephone: 03000 616161.
Email: enquiries@cqc.org.uk.



INDEPENDENT HELP AND SUPPORT



There are agencies which can provide free impartial support to patients making a complaint:

The Independent Complaints Advocacy Service (ICAS) on 0845 337 3058

Independent Health Complaints Advocacy (IHCA)

www.seap.org.uk/services/nhs-complaints-advocacy

Healthwatch Hillingdon
20 Chequers Square, The Pavilions Shopping Centre, Uxbridge UB8 1LN. 01895272997