

Making a complaint

An information guide



Making a complaint

At the Northern Care Alliance we are committed to providing the very best quality care in a friendly, pleasant, and professional environment.

We welcome your suggestions as to how we can improve services and provide care which better reflects your needs. Through listening to your views we can continue to develop and improve our services.

Our aim is to resolve your concerns and, where possible, learn from your experience. Please be assured that your care will not be affected because you are voicing your concerns.

We are keen to resolve your concerns at a local level wherever possible. Therefore, if you are unhappy with any aspect of your or your relative's care, please speak to staff on the ward or in the department, as they are best placed to help you resolve any issues immediately.

If you wish to make a complaint it is important that you do so as soon as possible after the event that caused the complaint.

Under the NHS Complaints procedure a complaint must be made no later than 12 months after the date when the incident you are complaining about occurred or came to your notice. Complaints received later than this will be considered on an individual basis, depending on the circumstances.

How will my complaint be handled?

Following receipt of an acknowledgement letter, one of our Complaints Officers will make contact by telephone or in writing seeking clarification of your concerns; we base our investigation on the things you tell us.

As we investigate your complaint we will talk with the staff involved, to work out what happened and then if something has gone wrong, what to do as a result.

Some complaints will involve more than one organisation. If this is the case, we will talk with the other organisation(s) and aim to respond to your complaint jointly if possible.

Who will deal with my complaint?

One of our Complaints Officers will be responsible for ensuring your complaint is fully investigated.

An Investigating Officer will be assigned to your complaint; they are responsible for the investigation. Once completed, your complaint will be reviewed by the Care Organisation's Management Team, on behalf of the Chief Executive.

What about confidentiality?

We will only speak about your complaint with those people involved. Any information about you will stay confidential. NHS policy states that complaints correspondence is filed separately from medical case records.

When will I get a reply?

We aim to send you a full reply usually within 25 working days of receiving your complaint, although in the case of complex complaints, or those which require the involvement of other organisations, this may be longer and we will discuss the timeframe with you.

If there are difficulties with the investigation you will be kept informed. If you become concerned, or would like an update, please contact your Complaints Officer.

The final reply will offer a full, open, and honest response to your complaint. Where appropriate, we will also tell you what we will do to try and make sure it does not happen again.

What if I am not happy with the reply?

Please contact your Complaints Officer if, for any reason, you are not satisfied with our response.

We want to do everything we can to resolve your concerns. For example, if appropriate, we can make further enquiries, or arrange a meeting between yourself and relevant staff.

And if I am still not satisfied?

You can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint.

The PHSO is completely independent of the Trust and once local resolution is complete, and you consider that there are outstanding concerns, the PHSO can initiate further investigation, if they feel it is necessary. If you wish your case to be considered by the Ombudsman, you should contact them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Telephone: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Further help and information

Advocacy services are available to provide advice and support to people making a complaint. Please contact your Complaints Officer for details of your local advocacy service.

Contact Details

Email:

complaintsoffice.trust@pat.nhs.uk

Telephone:

0161 604 5800

In Writing:

Complaints Department,
IM&T Building,
North Manchester General Hospital,
Delaunays Road,
Crumpsall,
Manchester,
M8 5RB

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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 www.linkedin.com/company/northern-care-alliance-nhs-group

 Northern Care Alliance NHS Group (NCA) @NCAlliance_NHS

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