

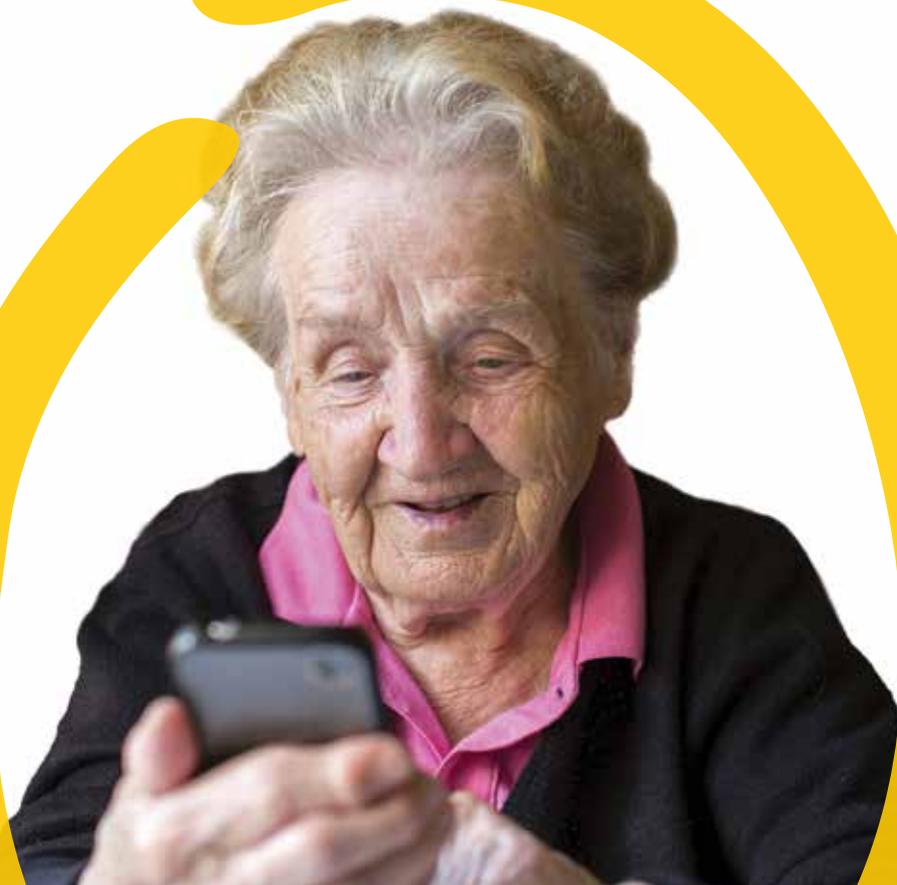


## How to complain

Your complaints, comments and suggestions help us improve the services we provide

*Improving lives*

**oxleas.nhs.uk**



# Concerns and complaints

How do you feel about the services you have received from Oxleas NHS Foundation Trust?



**We are committed to providing the highest standards of care, so if you would like to give us some feedback about your experience we would be pleased to hear from you. Your complaints, comments and suggestions really help us to improve the services we provide.**

**You should be treated with courtesy, respect and dignity at all times. We want to assure you that making a complaint will not harm or prejudice the care that you, or the person you care for, are given.**

## **Introduction**

This leaflet explains how to make a comment or complaint about your care and treatment. It tells you what we will do after receiving a complaint and what you can do if you are unhappy with our response.

## **Raising concerns**

If you have a concern, wish to comment about your care and treatment, or about any of our services, please talk to a member of staff or contact our Patient Advice and Liaison Service (PALS) Team:

Call Freephone **0800 917 7159**  
email **pals@oxleas.nhs.uk**

## **Making a complaint**

If we have been unable to resolve your concerns, and you wish to make a complaint, you can write to our Chief Executive or Complaints and PALS Manager:

**Oxleas NHS Foundation Trust  
Pinewood House  
Pinewood Place  
Dartford  
Kent  
DA2 7WG**

You can also phone the Complaints Office on **01322 625751** or email: **complaints@oxleas.nhs.uk**

## **Letters and emails should include**

- Your full name and address
- Your daytime telephone number (so that we can speak with you if we need to) and any times you would prefer us to contact you
- A summary of your complaint
- The date the incident occurred
- The ward, service or people involved
- What you would like us to do to put things right

## **Who can complain?**

Anyone who is affected by the actions or decisions of Oxleas NHS Foundation Trust can complain. If you are complaining on behalf of someone else we may, for patient confidentiality reasons, seek their consent to reply to you.

## **Time limits for making a complaint**

It is always best to make your complaint as soon as possible and not more than 12 months after an incident. This time limit can be extended if there are good reasons why you could not complain earlier.

## **Keeping a complaint confidential**

To fully investigate your complaint, information from health records may have to be shared with clinical and managerial staff. However, patient confidentiality will be respected at all times.

If you decide to complain, this will **not** be recorded on your medical notes.

## **Equality and diversity**

Our goal is to provide fair and equal healthcare across all our services. We aim to ensure that patients and carers are not subject to discrimination, bullying and/or harassment on the basis of ethnic or national origin, gender, sexual orientation, marital status, age, physical or mental health, religion or beliefs.

## **If you need help**

Independent complaints advocacy services are available to support you in making a complaint. Details are available on our website ([oxleas.nhs.uk](http://oxleas.nhs.uk)) or please contact our Complaints Office on 01322 625751 or email [complaints@oxleas.nhs.uk](mailto:complaints@oxleas.nhs.uk).

## **What we will do after receiving your complaint**

- We will contact you within three working days to acknowledge your complaint
- We will arrange for a senior manager to carry out a thorough investigation
- We will try to speak to you directly about your concerns and the outcomes you are looking for. We will also agree the arrangements for dealing with your complaint
- We will write to you giving details of the investigation and its outcomes

## **What to do if you are still not happy**

If you are unhappy with our response or require further information you can ask for a meeting with a senior manager to discuss your concerns.

## **Independent review**

If you are still not satisfied with our response you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. You should do this within six months of our final response to you. You can contact them at:

The Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

### **Telephone**

0345 015 4033

### **Email**

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Contact us

You can email us at:  
**pals@oxleas.nhs.uk**

You can call us on:

Freephone

**0800 917 7159**

(landlines only – mobiles will be charged)

**Our opening times:**

Monday to Friday 9am – 5pm

When we are not available to take your call, there is an answer machine.

If you leave a message, we will aim to call you back within one working day.

You can write to us at:

**Patient Advice & Liaison Service**

Oxleas NHS Foundation Trust

Pinewood House

Pinewood Place

Dartford

Kent

DA2 7WG



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