

## Contact Details

Please include the detail of your complaint along with any specific questions you would like answering to:

### Complaints Department

Tel: **01782 676453**

**01782 676435**

9.00am–4.00pm

complaints.department@uhnm.nhs.uk

or write to:

### Chief Executive

**Royal Stoke University Hospital,**

Springfield, Trust Headquarters,

Newcastle Road,

Stoke on Trent, ST4 6QG

Please find our Frequently Asked Questions (FAQs) at [www.uhnm.nhs.uk/FrequentlyAskedQuestions](http://www.uhnm.nhs.uk/FrequentlyAskedQuestions), email the above email address for a copy or use the QR Code below



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## If it matters to you It matters to us



**If you are unhappy with the treatment or service you have received from UHNM, you have the right to make a complaint, have it investigated and receive a response.**

Please speak to a member of staff if you need this leaflet in large print, braille, easyread, audio or another language

## Introduction

This leaflet will provide you with information on what to expect if you decide to make a complaint and what is involved in the process.

If you have any further questions after reading this leaflet, get in touch with the Complaints Department using the numbers at the back of the leaflet.

## What is a complaint?

A complaint is a way for patients to express their anger or frustration about something they have experienced during their care or it may be the result of a breakdown in communication.

## Why would I make a complaint?

A complaint is made usually when:

- An issue or concern has not been able to be resolved on the ward with the ward manager or matron.
- A PALS concern has been raised but the patient is not happy with the outcome.

## What happens if I make a complaint?

- Your complaint will be acknowledged **within 3 working days** from the date it is received either by letter or phone.

## Further support

If you are not happy with the outcome of your complaint, you can contact the Parliamentary and Health Service Ombudsman. This is an independent service free for everyone to use.

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

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

Tel: **0345 015 4033** 8.30am–5.30pm Monday-Friday.

Or write to them at **The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.**

**Write down any questions you have below:**


## Help with making a complaint

If you need help or support making a complaint, please contact:

### **Complaints Advocacy Service (ASIST)**

#### **Stoke on Trent**

Winton House

Stoke Road

Stoke on Trent

ST4 2RW

Tel: 01782 845584

email: [enquiries@asist.co.uk](mailto:enquiries@asist.co.uk)

Or

### **Complaints Advocacy Service (ASIST)**

#### **Staffordshire**

Tollgate Court Business Centre

Tollgate Drive

Stafford

ST16 3HS

Tel: 01785 246709

email: [nhscomplaints@asist.co.uk](mailto:nhscomplaints@asist.co.uk)

If you live outside of these areas, the Complaints Team will be happy to signpost you to your local advocacy service

- You will be contacted by a Patient Experience Advisor who will discuss your complaint with you and agree your complaint plan.

## What is included in the complaint plan?

### Your complaint plan will include:

- What has happened.
- What your concerns are.
- How long the complaint will take to be investigated.
- A reasonable timescale depending on the complexity. This will be agreed with you.
- What you would like to see happen as a result of your complaint.
- How you would like to receive your response, such as by letter, email or a meeting.

## What happens next?

- Your complaint will be investigated thoroughly by a Patient Experience Advisor who will be your point of contact throughout the process.
- As part of their investigation they will speak to the staff involved and review your medical notes.
- We will respond to your complaint and ensure that it is looked at openly, thoroughly and fairly and promote any learning to improve services.

- Dealing with your complaint usually takes up to 8 weeks (40 working days), however, if an extension is needed your Patient Experience Advisor will contact you to explain the reason for the delay.
- If we are unable to contact you in person, we may write to you to let you know that your complaint response has been delayed.

### Why does it take up to 8 weeks?

Whilst we appreciate up to 8 weeks is a significant period of time, it is important to us that your concerns are investigated thoroughly to provide you with a detailed and factual response.

Statements from those involved including staff, clinicians and departments can take time to pull together.

### What is included in my written response?

- Explanations to the questions that have been asked of the teams concerned.
- What conclusions have been reached.
- An apology if things have gone wrong.
- Any actions taken.
- What lessons have been learned including how this has been shared with the staff involved.
- Update on any improvements made.

### Complaint meetings

If you choose to have a meeting, this can be arranged with those who your complaint relates to and may include:

- Your Patient Experience Advisor.
- Representatives from ward(s) or department(s).

The meeting will be recorded and you will receive a copy of the audio recording with a summary letter by the date agreed with the Patient Experience Advisor.

### After receiving the response

Please contact us within 25 days from the date you received the response if:

- You feel that there are matters which have been missed or misunderstood.
- You would like further clarification on any points.

Further action will be investigated if necessary to resolve your complaint.

A telephone call or a meeting between you and the Patient Experience Advisor may be offered to help resolve any outstanding issues.