

HOLBEACH AND EAST ELLOE HOSPITAL TRUST

4

Complaints Procedure

We make every effort to make sure that residents and patients are treated with great care and consideration when they visit the Hospital. However, if you are not happy with any aspect of the care provided and would like to make a complaint this should be made directly to the Manager or Deputy Manager.

If you are not satisfied after speaking with the Manager (or your complaint is about the Manager), you can make a written complaint to the Trust Chairman c/o Holbeach Hospital with the hospital's address. Complaints received in writing to the Manager or Chairman will be considered within two days of receipt and subject to the depth of investigation required, will be responded to by the Trust Chairman or the Manager within a week.

If you are still dissatisfied with the outcome, you may contact the Care Quality Commission as detailed below:

Care Quality Commission East Midlands,
City Gate, Gallowgate
Newcastle-upon-Tyne
NE1 4PA, Tel:03000 616161

Complaints regarding our Physiotherapy Department should be raised with the Senior Physiotherapist, who will inform the Manager, and the complaint will be treated in accordance with the procedure above.