

HOLBEACH AND EAST ELLOE HOSPITAL TRUST

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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 ask The Local Government Ombudsman to investigate. The Local Government Ombudsman is a free, independent complaints service. The Ombudsman will provide a single investigator who can look at the whole case. They cannot investigate every complaint but will carry out an initial assessment to find out:

- what is being complained about
- the organisations involved
- if there are barriers to them investigating

They will let you know the outcome of the assessment as soon as they can. If your complaint can be investigated, it will then be allocated to an investigator who will carry out the detailed investigation work.

You can contact the Local Government Ombudsman in the following ways:

- By phoning 0300 061 0614
- By texting 'callback' with your name and mobile number, to 0762 480 3014. Someone will then call you.
- By writing to: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH
- You can also visit their website at www.lgo.org.uk

You can also contact the Care Quality Commission; however, they cannot take up complaints on your behalf as they don't have powers to investigate or resolve them. The only exception to this is for people whose rights are restricted under the Mental Health Act. However, you can still provide feedback to the CQC as well as making your complaint to us.

Contact details for the CQC are:

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.