

Complaints Comments & Compliments

Useful contacts

For advice on making a complaint:

The Complaints Office
Leeds Primary Care Trust
Stockdale House
Victoria Road
Leeds LS6 1PF

☎ 0113 203 3461/203 3462

Email:

complaints.office@leedspct.nhs.uk
www.leedspct.nhs.uk

To make a formal complaint write to:

The Chief Executive
Leeds Primary Care Trust (as above)

For free, confidential and independent help and support in making a complaint:

Independent Complaints Advocacy
Service (ICAS)

☎ 0845 120 3734

For information on NHS services in general, and to pass on comments or compliments:

Patient Advice & Liaison Service (PALS)
Freephone 0800 0525 270

For an independent review of your complaint:

The Healthcare Commission
☎ 0845 601 3012
www.healthcarecommission.org.uk

If you have taken your complaint as far as you can, and you still remain dissatisfied, contact:

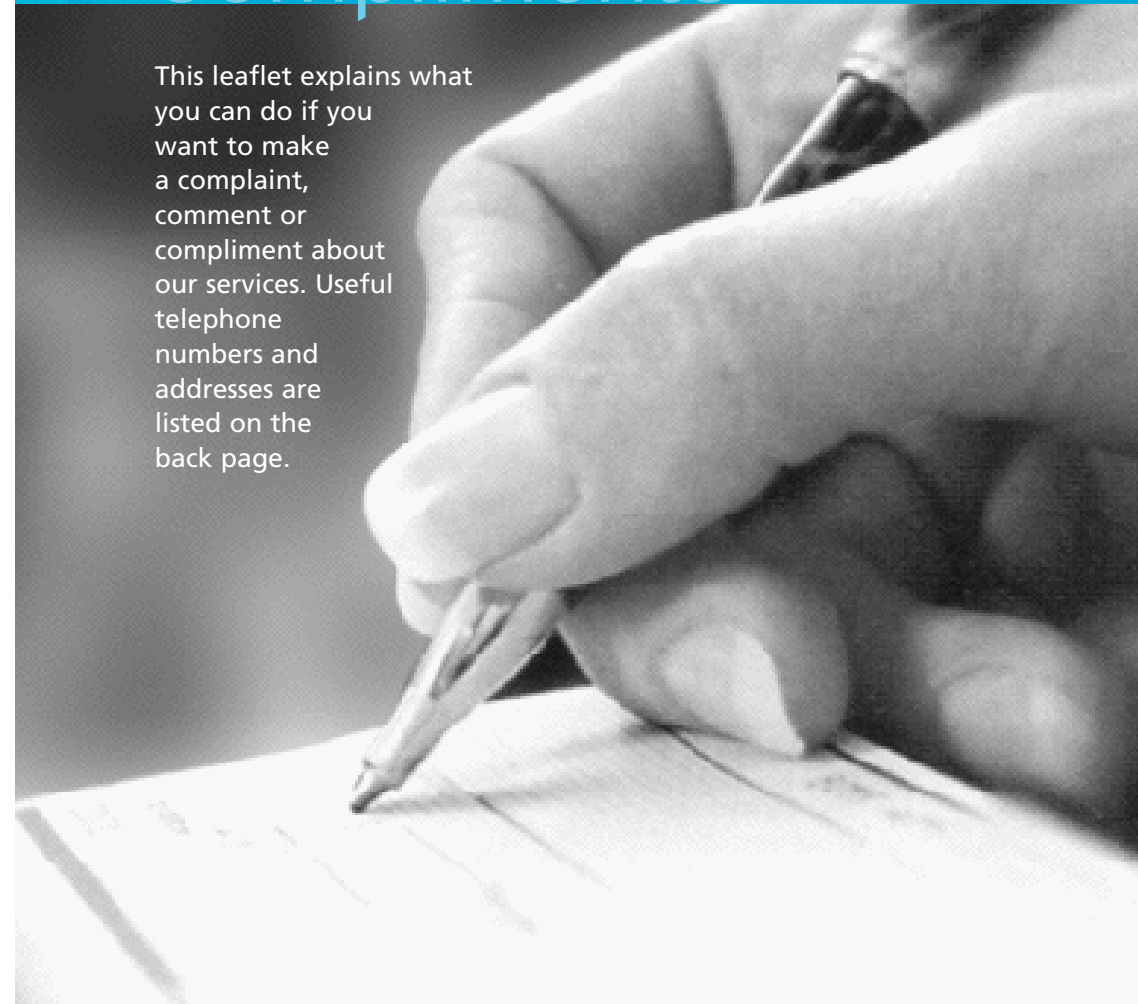
The Ombudsman
Millbank Tower, Millbank,
London SW1P 4PQ
☎ 0845 015 4033

Links for information:

www.nhs.uk and www.dh.gov.uk

Complaints Comments & Compliments

This leaflet explains what you can do if you want to make a complaint, comment or compliment about our services. Useful telephone numbers and addresses are listed on the back page.



Your Primary Care Trust

Your local health services are co-ordinated by the Primary Care Trust (PCT) in your area. Your PCT also provides services directly in your community, for instance, physiotherapy, district nursing and health visiting.

How to make a complaint

Although we always try to provide the best possible service for our patients, we know that sometimes things can go wrong.

- If you have a complaint about the PCT or the services we provide, you can inform the person you have been dealing with. This is usually the simplest and the quickest way to get the problem sorted out.
- Or, if you prefer, you can make a complaint more formally to our Chief Executive who will arrange for the matter to be investigated, and who will write to you with a response.
- The Chief Executive will acknowledge your complaint in 2 working days and write to you with a response in 25 working days. However, sometimes it will take longer, so if there are likely to be any delays, we will let you know.
- Wherever possible, complaints should be made by the patient. If you are making a complaint on behalf of another person, you may be asked to show that you have their consent.
- If you wish to complain, please let us know as soon as you can, preferably within 6 months. We may not be able to investigate a complaint if it is a long time since the event. Our complaints manager will be able to advise you on this.
- Financial compensation is not provided by the complaints procedure
- A complaint cannot be investigated if you are currently taking legal action on the same issue.

What if you are still not happy?

We will make every effort to try and resolve a complaint. However, if you are dissatisfied with our response, please let us know as soon as possible and we will do our best to help.

There are a number of options we can look at:

- A meeting or further discussions
- Further investigation by the PCT
- Mediation by an independent body
- The right to ask an independent organisation (the Healthcare Commission) to review your complaint
- Ultimately, the right to take your complaint to the Ombudsman

How to pass on your comments or compliments

We are happy to receive any comments or compliments on services too. You can make these to a member of staff, or to the PALS team, who will be happy to share them with the departments concerned. PALS can also help with queries about NHS services. The PALS number is at the end of the leaflet.

Your views are important

We recognise the importance of learning from complaints. The PCT Board receives regular confidential reports on the numbers and types of complaints received; this information will be used to help improve the services we provide.

Any Questions?

If you have any questions, or would like the information in another language, larger print, or another format, please contact the PCT's complaints manager who will be happy to help.

Complaints Comments
Complaints Comments
Comments Complaints

