Complaints Process

We are committed to providing high-quality care and welcome your feedback. Whether you wish to share a compliment, raise a concern, or make a complaint, we want to hear from you so we can learn and improve our services.

Step 1: Tell Us About Your Concern

You can:

- Speak to a member of staff.
- Contact the Customer Care Team
- Write, email or telephone us.

We encourage concerns to be raised as soon as possible so that we can try to resolve issues quickly.

Consent

If you are making a complaint on behalf of someone else, we will usually require the patient's consent before we can discuss their care or share personal information with you.

Consent can be provided as:

- Written consent from the patient.
- Verbal consent from the patient, where appropriate.
- Lasting Power of Attorney (LPA) or other legal authority to act on the patient's behalf if the patient is unable to provide consent themselves.

Step 2: Early Resolution

We aim to resolve concerns as quickly as possible. You may be offered the opportunity to speak directly with the service involved to discuss your concerns, ask questions, and seek an early resolution before a formal investigation is undertaken. If the issue cannot be resolved informally, it can be progressed through the formal complaints process.

Step 3: We Acknowledge Your Complaint

- We will acknowledge your complaint within **3 working days**.
- We may contact you to discuss your concerns and agree what outcomes you are seeking.
- We will explain how your complaint will be investigated and provide an expected timescale for a response.

Step 4: Investigation

- Your complaint will be reviewed by the appropriate manager or service.
- We will gather information and speak to relevant staff involved.
- We may contact you if we need further information or clarification.

Step 5: Our Response

- You will receive a written response within **40 working days** explaining:
  - What we found during our investigation.
  - Any actions taken as a result.
  - Any changes we plan to make to improve services.
  - An apology where appropriate.
  - If we cannot meet this timeframe, we will write to you to update you on the progress of your complaint.

Additional Information

- If you provide new information relating to your complaint while it is being investigated, this will usually be considered as part of the existing investigation.
- If new issues are raised that require further investigation, we will discuss this with you and explain any impact on response times.

If You Remain Dissatisfied

Local Resolution

We aim to resolve concerns as quickly and effectively as possible. As part of the complaints process, you may be offered the opportunity to discuss your complaint and the outcome of the investigation directly with the service involved.

Public Service Ombudsman (PSO)

If you are unhappy with the outcome of your complaint, you may ask the Public Service Ombudsman (PHSO) to review your case.
Public Service Ombudsman Website: www.ombudsman.org.uk
Telephone: 0345 015 4033

Local Government and Social Care Ombudsman (LGSCO)

You can contact the LGSCO via Telephone 0300 061 0614 or via Post: Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH.

Need Support?

Advocacy services can help you make a complaint and provide independent support throughout the process; their contact number is 0330 440 9000.

Contact the Customer Care Team

Telephone: 01752 435201
Email: customerservicespch@nhs.net
Website: www.livewellsouthwest.co.uk