If you require further information, please contact the Patient Experience Office on telephone number 01904 725137.

Braille

Large Print

Please telephone this number if you require this leaflet in Braille, audiotape, large print or another language: 01904 725796.

如果你需要本信息的简体中文版，请致电01904 725796。

بۆ ئەوەی ئەم زانیاریانەت بە زمانی خۆت بۆت دابین بکرێت، تکایە تەلەفۆن بۆ ژمارەی 01904 725796 بکە.

Aby uzyskać niniejsze informacje w Państwa języku, prosimy zadzwonić pod numer 01904 725796.

Bu bilgileri kendi lisanınızda edinmek isterseniz, lütfen 01904 725796 nolu telefonu arayınız.

Owner	**Marilyn Thirlway** **Head of Patient Experience**
Date of Issue	**April 2009**
Review Date	**March 2011**
Version	**8**
Approved by	**Patient Experience Monitoring Group** **Equality & Diversity Group**

York Hospitals NHS
NHS Foundation Trust

How to make a complaint

York Hospital
Wigginton Road, York YO31 8HE
Tel: 01904 631313
Minicom: 01904 670067

Our Aim

We aim to provide the best possible services for our patients. We know that we might not always succeed and that you might feel unhappy with something that has happened to you, a relative or a friend. If you think we can do better, please let us know. Your comments and complaints help us to improve our services.

How you can make a complaint

- Talk to us. When something goes wrong, we encourage you to tell a member of staff as soon as possible. Most of the time the staff on the spot can answer your questions and concerns, and put things right quickly. This is usually the Ward Sister, or during office hours, Matron.

- You can contact the Patient Advice and Liaison Service (PALS).

Health Service Ombudsman

If you remain unhappy with our response to your complaint, you can ask the Health Service Ombudsman to review the matter.

You can contact the Ombudsman by:

- visiting www.ombudsman.org.uk
- calling the complaints helpline 0345 015 4033 (Mon to Fri 8:30am to 5:30pm)
- emailing phso.enquiries@ombudsman.org.uk
- faxing 0300 061 4000

or by writing to:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Meeting the needs of patients and carers is at the centre of everything we do. We hope that you found this leaflet useful and informative. If you would like to comment on it, please contact the Patient Experience Office on telephone number 01904 725074.

PALS offer a listening service, which helps to resolve concerns quickly and efficiently. PALS is based in the main entrance at York Hospital or you can contact PALS on telephone number: **01904 726262.**

You can write, telephone, fax or email the Trust's Patient Experience Office at:

Patient Experience Office
York Hospitals NHS Foundation Trust
York Hospital, Wigginton Road, York YO31 8HE

Tel: **01904 725137**
Fax: **01904 726364**
Email: pals@york.nhs.uk

Staff in the Patient Experience Office handle complaints on behalf of the Chief Executive.

You can also write to the Chief Executive at:

Chief Executive
York Hospitals NHS Foundation Trust
York Hospital, Wigginton Road, York YO31 8HE

Getting help with your complaint

The Independent Complaints Advocacy Service (ICAS) offers free advice about how to make a complaint about NHS treatment. ICAS can provide information about how to make a complaint to the Trust and how to take it to the Health Service Ombudsman, if you decide that is necessary.

As well as offering information, advice and support, ICAS can help you with the practical aspects of a complaint, for example, helping you to write letters, or acting as an advocate for you at meetings. You can contact ICAS on telephone number:
0845 120 3734.

Handling your complaint

We will make every effort to deal with your complaint in the following ways:

- Directly and quickly
- With honesty and fairness
- With confidentiality

We will also do the following:

- Acknowledge your complaint verbally or in writing in 3 working days.
- When we acknowledge your complaint we will:
  - check we fully understand the issues you have raised
  - offer to discuss how your complaint will be handled
  - tell you when the investigation will be completed and when we will send you a full written response
- Offer to arrange a meeting so that you can discuss your complaint with appropriate members of staff
- Investigate all the issues you raise
- Tell you if we need more time
- Identify any improvements we need to make in our services, tell you the actions we are taking and when they will be completed

If you are not happy with our response

Please contact us as soon as possible. We will always try to resolve your complaint to your satisfaction. This might involve further investigations or a meeting with us. In some cases we might suggest the use of an independent conciliator to help bring about resolution. If after our best efforts, you are unhappy with the way we have handled your complaint you can ask the Health Service Ombudsman to review it.