

Compliments, comments, suggestions or making a complaint

If you have any comments or suggestions on how we could improve our services, or wish to give your compliments, please put these on the form in this booklet and hand it to any member of staff. Alternatively you can send your completed form, or write to the **Quality Development Department, 3rd Floor, 9 Prescott Street, London, E1 8PR.**

Making a complaint

If you are unhappy with our services, please talk to a member of staff and we will do our best to resolve the matter. If you are still dissatisfied you can make a formal complaint. This leaflet explains how.

Please remember that making a complaint will not in any way affect your care; complaints are confidential. We promise to listen carefully to what you say and do everything we can to help you.

When should you make your complaint?

Your complaint should be made within six months of an incident occurring, or within six months of you realising that something is wrong.



Ways to complain



Face-to-face

Any member of staff will help to deal with your complaint or put you in contact with the most appropriate person.



By telephone

Each service in our hospitals has a designated Complaint Lead, whose details you will find on the "Tell us..." posters which are distributed throughout the hospitals. Staff will also be able to tell you who the Complaint Lead is for their department.

Alternatively, you can telephone the hospital switchboard on **020 7377 7000** and tell the operator which service you are unhappy with. They will then refer you to the appropriate person.



In writing

Complete the enclosed form and hand it to any member of staff, or write to the Quality Development Department who will ensure your letter gets to the right person.



By e-mail

You can e-mail your complaint to:
complaints@bartsandthelondon.nhs.uk



Please note: If you are making a complaint on behalf of someone else, we will need that person's written consent.



What happens next?

We will write to you within two working days of receiving your comments to confirm we have them. If you are making a complaint, this letter will include contact details of the relevant Complaint Lead.

If you have complained on someone else's behalf, that person will be asked for permission to liaise with you on their behalf. This also allows us to access medical records and disclose any relevant information to you.

We will carry out a full investigation, during which we may invite you to come and discuss your complaint in person, or ask you for further information. You will then receive a full response from our Chief Executive.

The Department of Health allows us 25 working days to investigate complaints although if there are likely to be any delays, we will write to you as soon as possible to explain why. You can always contact your Complaint Lead for an update on the investigation.

What if you are still unhappy?

If you are not satisfied with our response to your complaint please let us know why and we will do our best to resolve any outstanding issues.

If you are still dissatisfied, you may request an independent review of your complaint by the Healthcare Commission, an independent patient watchdog. You will have received a leaflet with our response letter detailing how to contact them.



Further help and advice

The following services are also available to help you:

Patient Advice and Liaison Service (PALS)

PALS provide a confidential service and will:

- help to deal with issues and concerns you may have about services we provide
- give you information and advice about NHS services
- listen to your comments and ensure that the Trust learns from the valuable feedback our patients give us

The PALS office is located in the main reception area on the ground floor of **The Royal London Hospital, London E1 1BB**, and is open from 9:30am to 5:30pm Monday to Thursday and 1:30pm to 5:30pm on Fridays. You can also contact PALS by phone or fax on **020 7943 1335**, or by emailing **pals@bartsandthelondon.nhs.uk**

Independent Complaints Advocacy Service (ICAS)

ICAS are independent of the hospital and provide free, confidential support to people wishing to complain about the health service. They will meet with you and liaise with the hospital on your behalf. To speak to an independent advocate, ring **0845 337 3059** or fax **0845 337 3060**.



If you have any comments, complaints, compliments or suggestions about our services – please tell us by filling in this form.

If you would like a personal reply, please fill in your details.

Please detach your completed form and hand it to a member of staff or post it to the Quality Development Department, 3rd Floor, 9 Prescott Street, London E1 8PR.

Patient details

Name (Mr/Mrs/Ms/Miss)

Hospital No. (If known)

Address

Post Code

Telephone No. (inc. code)

Date of birth / /

Email address

If you are completing this form for somebody else, please give your details below

Name (Mr/Mrs/Ms/Miss)

Address

Post Code

Telephone No. (inc. code)

Email address

Relationship to patient

Your comments, complaints or suggestions

A large, empty light green rectangular area intended for user input, occupying most of the page below the header.

Consent to Investigate

I confirm that I wish Mr/Mrs/Ms/Miss

to act on my behalf and receive all information relevant to my complaint. I understand that information from my health records may need to be disclosed to those involved in dealing with my complaint. I also understand that all information relating to my complaint will be kept completely confidential and will in no way affect my future care.

Signature

Date

If you are completing this form for someone who is not able to give their informed consent, please complete this section.

Please state why the complainant cannot give consent.

Your relationship to patient

Signature

Date

The next set of questions allows us to monitor who gives us feedback so we can ensure everyone has equal opportunity to raise issues and concerns. You do not have to complete this section although we would encourage you to. We can assure you that your answers will have no bearing on your right to complain or how your complaint is dealt with.

Age

Child (16 or under)

Older adult (65 or above)

Adult (17-64)

I would rather not answer

Gender

Male

Female

I would rather not answer

Sexuality

- Gay Lesbian Bisexual
 Heterosexual I would rather not answer

Ethnic origin

Asian or Asian British

- Bangladeshi
 Indian
 Pakistani
 Other Asian background

Mixed

- White & Asian
 White & Black African
 White & Black Caribbean
 Other mixed background

Other Ethnic Group Chinese

- Any other ethnic group
 I would rather not answer

Black or Black British African

- Caribbean
 Other Black background

White

- British
 Irish
 Other White background

Religion or beliefs

- Atheism Islam Other
 Buddhism Jainism I would rather not answer
 Christianity Judaism
 Hinduism Sikhism

Disability Discrimination Act 1995

Under the terms of the Act a disability is defined as a 'physical or mental impairment which has a substantial and long term effect on a person's ability to carry out normal day to day activities'. NHS employers welcome applications from disabled people.

Do you consider yourself to have a disability?

- Yes No I would rather not answer

If yes, please give the details