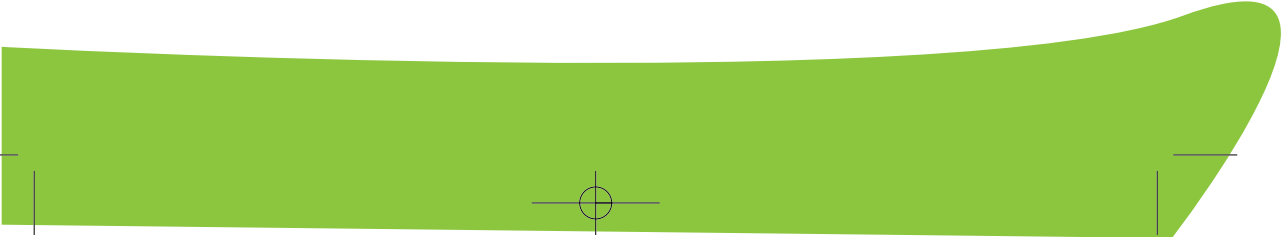




CLINICAL EXCELLENCE, QUALITY & SAFETY

Comments and Complaints



We want to provide the best service that we can for you at the Luton and Dunstable University Hospital NHS Foundation Trust. This leaflet gives you information about how to raise a concern or make a formal complaint.

Help us to help you

We welcome suggestions, comments and constructive criticism from patients, their families and visitors so we can improve the quality of our patient care. If you have a problem we want to be able to put it right as quickly as possible. All concerns are taken seriously and are used to help us improve the quality of services we provide. Any complaint that you make will not be held against you personally or affect any ongoing or future care and treatment for you or your family.

How to raise a concern

Any concerns that you have are often best dealt with when they arise. We would always encourage you to raise concerns with a member of staff who knows you and your situation (such as a doctor, nurse or therapist) or their manager. Staff will seek to resolve your problems promptly.

If you remain unhappy or would prefer to speak to somebody separate from the service, you can contact the **Patients Advice and Liaison Team (PALS)** on **01582 497990**.

What we will do

Whoever you ask to investigate your concern will do their best to sort out the problem as quickly as possible. Sometimes they may need to involve other staff to establish what has happened and to decide what action to take.

We will agree with you how to manage your complaint, and together we will be able to agree on the timeframes involved.

You can expect a thorough investigation as well as the opportunity to meet with relevant managers, if that is appropriate.

Who should I send my complaint letter to?

You can make a complaint to the Chief Executive of the Luton and Dunstable Hospital and your complaint will be acknowledged and investigated.

You can write to:

The Chief Executive, The Trust Offices, Luton and Dunstable Hospital, Lewsey Road, Luton, Bedfordshire, LU4 0DZ

Or email: complaints.officer@ldh.nhs.uk

Or telephone the Patient Affairs Office on **01582 497002** or PALS on **01582 497990**
Or go to our website: www.ldh.nhs.uk

Your complaint will be acknowledged within **three working days**, either by phone or in writing.

What does the hospital need to know about my complaint

Please supply details of what you want to complain about. It helps if you number the questions. Please indicate how you would like your complaint to be resolved and the outcome you hope for.

Your complaint should give as much information as possible about what, where and when it happened. Do not forget to include your full name, address, telephone number, date of birth and hospital number if you know it. Wherever possible, you should give the name and job title of any member of staff involved in the complaint.

Please note

If you need help and English is not your first language, we will provide interpreting and translation services where necessary.

Help and information

If you require further help with making a complaint or more information about the complaints process, please contact our staff in **The Patient Affairs Office** on **01582 497002** between 9am and 5pm Monday to Friday.

Who can complain

Anyone who is receiving, or has received treatment or services can complain. You can complain for yourself, but if you complain on behalf of i.e. a relative, or a child, you must have their consent to represent them. Please make sure you enclose the written consent and keep a copy of the correspondence sent to the Trust.

If you would like independent help with making your complaint, the Independent Complaints Advocacy Service (POhWER ICAS) can provide this.

POhWER ICAS is an independent service who offer support to people wishing to make a complaint, as well as general information about health services and patients' rights.

Beds and Herts Independent Complaints Advocacy Service, POhWER ICAS PO Box 14043, Birmingham B6 9BL

Tel: **0300 456 2370**

Fax: **0300 456 2365**

Minicom: **0300 456 2364**

Email: pohwer@pohwer.net

When should I complain?

It is always best to make your complaint as soon as possible and not more than 12 months after the incident.

The Chief Executive has discretion to waive this time limit if you have good reason for not having made the complaint sooner and if it is still possible to investigate the complaint effectively.

Meetings

The managers and staff involved with your complaint may, if appropriate, invite you to attend a meeting to discuss particular issues. If you do not receive this offer and feel that a meeting would be beneficial, please do ask.

Can I take my complaint further?

If you are not satisfied with our response to your complaint, you can ask for a meeting or for us to explain or clarify our response or discuss other possible resolution options.

If after this, you still feel that your concerns have not been resolved, you have the right to ask the The Parliamentary Health Service Ombudsman to review your case. You should do this within six months of our final response to you.

**The Parliamentary Health Service
Ombudsman, 11th Floor, Millbank Tower, Millbank, London SW1P 4QP
Tel: 020 7217 4051**

The Health Service Ombudsman is completely independent of both the NHS and the Government. They will first ensure your complaint is within their jurisdiction. They may check that everything has been done by the hospital to resolve your complaint and if they think that more can be done, they may refer the issues back to the hospital.

If you have questions about how the NHS complaints system works, you can call the **Patient Affairs Office 01582 497002**.

Compliments

If you have been particularly pleased with any of our services, kindly let us know. Any compliments received are shared with the staff and team concerned and inform good practice across the Trust. You can also compliment the team or member of staff directly, if you prefer.