

## Information about you...

All information is treated as strictly confidential and is not shared with anyone who does not need it.

Anonymous information may be used to help train staff. Information we collect may also be used after you have been treated to help us maintain and improve the quality of our care and plan services.

Under the Data Protection Act, City Health Care Partnership CIC is responsible for maintaining the confidentiality of any information about you.

You have our guarantee that all complaints will be dealt with positively and in confidence without affecting the care you receive. Any correspondence about your complaint will not be filed within your patient records.

## Who can help?

If you need help with making your complaint, please contact the Customer Care Team, who will advise to whom you should go for further help and support.

### Customer Care Team

City Health Care Partnership CIC  
5 Beacon Way  
HULL  
HU3 4AE

**01482 347627**

**[chcp.customercare@nhs.net](mailto:chcp.customercare@nhs.net)**



It may be necessary to share details about you with those involved in your care in order that we can conduct a full investigation.

## For independent support in making a complaint against a healthcare organisation you can contact:

Healthwatch  
Goodwin Community College  
Anlaby Road  
HULL  
HU3 2LL

**01482 499038**

**[healthcarewatchenquiries@hbforum.org.uk](mailto:healthcarewatchenquiries@hbforum.org.uk)**

If you would like this document in an alternative language or format, such as audio tape, large print or Braille, please call: **01482 347649**

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**[chpcic.org.uk](http://chpcic.org.uk)**



# A Guide to Complaints



# Our commitment to you...

The people who look after your health will do everything they can to make sure you are treated properly and on time. However, we realise that sometimes things do go wrong.

The Complaints Procedure was set up to enable people to complain about services or treatment they receive from providers.

Our aim is to deal with any complaints quickly and thoroughly and, if possible, to involve those who know most about your care. The process enables complaints to be investigated and situations to be put right where possible. It also identifies any action required to improve services and to prevent the same problem from happening again. This leaflet tells you what to do if you wish to complain.

## Who can make a complaint?

Anyone can comment or raise a complaint about any aspect of our services. If you are acting on behalf of someone else, we usually need to have their written agreement before we can give you information about their care or treatment.

## What can you complain to us about?

Any treatment provided by City Health Care Partnership CIC (CHCP CIC) that you are not happy with.

## What can't you complain about?

You cannot complain about treatment or services that have not been provided by City Health Care Partnership CIC, events which must be investigated by a professional disciplinary body and events about which you are already taking legal action.



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## What can't the CHCP CIC Complaints Procedure be used for?

If you are looking for compensation, the Complaints Procedure is not appropriate and you should consult a solicitor.

## Who do you complain to?

In the first instance you should contact the service that you have the complaint about directly.

If you are not sure who to contact, please telephone the Customer Care Advisor on **01482 347627**.

## When should you complain?

We recommend that you make your complaint as soon as possible after the event. CHCP CIC will investigate complaints made within 12 months of the patient, carer or relative realising there is something to complain about.

A complaint may be investigated outside these time limits; the Customer Care Team will be able to advise you on this.

## What happens when you complain?

Your complaint will be acknowledged within three working days and you will receive a response within 40 working days. If we cannot meet this timescale we will contact you and explain why.

We will deal with your complaint straight away. We may want to visit you so that we can understand all the details of your complaint, or you may be asked to write to us with more details.

## What if I am unhappy with the response?

You should contact the Customer Care Team at City Health Care Partnership CIC within four weeks of receiving the response to your complaint.

The Customer Care Team will try to resolve any outstanding concerns, and it may be helpful to meet with you or involve an independent conciliator.

## Who else can I contact if I remain dissatisfied?

If you are not satisfied with the way your complaint has been handled or the reply you receive after local resolution has been completed, you may ask the Health Service Ombudsman to look into the matter further. The address is:

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

Tel: **0345 015 4033**  
Fax: **0300 061 4000**

Email them at  
**Phso.enquiries@ombudsman.org.uk**