

Making a complaint



Your ideas and complaints can help us to



- Find out how well we are doing
- Do things better

What is a complaint?



- Anything that happens within a service that you are not happy about
- Anything that needs changing

Who can complain?



Anyone can—Service users, family, friends, and advocates etc

If there is a problem
TELL US

How do I complain?



You can speak to a member of staff, for example your Ward Manager or any other member of staff



You can write a letter.

How do I complain?



- If you want to write a letter a member of staff can help you if you want

Or if you do not want to complain to us you can complain to :



- Your Advocate
- Your Solicitor



- Care Quality Commission (CQC)
- The people who purchase the service for you.

What happens to my complaint?



Your complaint will be looked at carefully

A record will be kept

Your complaint will be private

Sometimes the ward manager can deal with small complaints straight away

If the complaint is made in writing the person in charge of the Trust (Chief Executive) will make sure that the complaint is looked at.



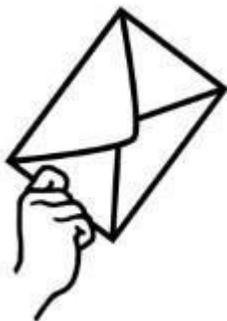
You will get a letter in 3 days (Saturday and Sunday do not count) telling you who is looking at your complaint.

We will tell you how long we think it will take to sort out.

What happens to my complaint?



The person who is looking at your complaint may come and speak to you and ask you some questions



When your complaint has been looked at we will write to you again telling you what the outcome is.

This could be in 25 working days but sometimes it takes longer.

It is important that you know:

If you make a complaint the notes we make about the complaint are kept in the complaints office and are **not** put into your health records. You will not be any kind of trouble if you make a complaint

Can I withdraw my complaint?



- If it is a small complaint you can tell a member of staff
- You will need to sign a withdrawal form and a record will be kept.

If it is a bigger complaint we will still look into it.

What if I am not happy with what you say?



- If you are not happy about the way your complaint was sorted out you can write to the Health Service Ombudsman.

Useful Addresses

The PALS and Complaints Team

Mersey Care NHS Foundation Trust
V7 Building
Kings Business Park, Prescot
Merseyside, L34 1PJ
Tel: 0151 471 2377

Parliamentary Health Service Ombudsman

The Health Service Ombudsman for England
Millbank Tower
London
SW1P 4QOP

Telephone: 0345 015 4033

Fax: 0207 217 4000

Email: phso.enquiries@ombudsman.org.uk

Care Quality Commission - North West

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

Email: enquiries.northwest@cqc.org.uk

Or contact your local Patient Advice and Liaison Service (PALS) on 0151 471 2377 or **Freephone** 0800 328 2941

Email: palsandcomplaints@merseycare.nhs.uk