Ways to raise a complaint:

NO

Contact the Parliamentary Health Service Ombudsman (PHSO) for an independent review of the complaint.

Complaint may be re-opened:

* If we did not address all issues raised.
* If there is new information raised that is relevant to the outcome

Resolved

YES

Complainant satisfied with the response?

Response Letter sent

CLO liaises with complainant and the service to investigate the complaint

Complaint allocated to a Complaints Liaison Officer (CLO)

PLEASE NOTE:

Support for persons making a complaint is available from NHS Complaints Advocacy: (POhWER, Rethink or Healthwatch)

Acknowledged within 3 working days by Complaints Team.

PALS will liaise with the relevant service to provide a resolution

Wherever possible, the service will provide a prompt resolution

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| Locally raise concerns with a member of staff from the service |
|  |
| Via PALS  (Patient Advice & Liaison Service) |
|  |
| Complaints Team (Formal Complaints Process) |