

What to expect when you have made a complaint

Patient Information and Liaison Service (PILS)

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Information for Patients

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Introduction

This leaflet explains what to expect when you have made a complaint about any aspect of University Hospitals of Leicester NHS Trust (UHL) services.

Our commitment to you

If there is any problem with your treatment or care we aim to tell you openly and honestly what has happened as soon as we can. Where needed, we will carry out a full investigation. In all cases, we will give you information, try to answer your questions and tell you what we are doing to put the matter right. This is the same whether we find out about a problem as it happens, or if you tell us about something later, or as a result of dealing with a complaint or incident.

We would like to let you know that your care will not be affected as a result of you making a complaint. Your complaint will not be kept in your medical notes so will not affect your care in any way. However, if at any point in the process you are concerned that your care has been affected as a result of you raising your concerns, please contact the Patient Information and Liaison Service (PILS).

What will you do with my complaint?

When we get your complaint, we may need to contact you to ask for any extra information and to talk about how you would like the complaint to be dealt with. We can offer meetings and this might be the best way to discuss and deal with your concerns.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

If you make a complaint on behalf of a relative or friend please note that we will need to ask for their consent in order for us to respond and start the investigation process. If we need to talk to other professionals such as your GP or other healthcare trusts, we will again have to ask for consent in order for us to share your complaint with that service.

We will acknowledge complaints within 3 working days, letting you know of the intended deadline and how we will contact you. We will then carry out an investigation. Your case will be given a case handler and a case manager. They will look at the facts relating to your concerns and look at the evidence available on our electronic systems, talk to the staff involved and look at medical records if needed.

When we have finished the investigation you will get a reply to your complaint in the way you asked for. We aim to respond to all complaints within an agreed timescale. This does depend on how complex the complaint is but we aim to reply to you within 10, 25 or 45 working days of receiving your complaint. If we can't reply within the agreed timescale, we will let you know why and give a new date for the investigation and response to be completed.

Our policy for the management of complaints can be found on our public website:

<https://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/>

Complaints may be used anonymously for research and training purposes unless you specifically request that it is not used for this.

What can I do if I am unhappy with your response?

Tell us

Let us know if you are not happy with our response. We will look again at any issues that you feel we have not dealt with properly and answer any other questions you may have. We may also be able to arrange for you to meet relevant staff to discuss your complaint. This can help to clear up any areas of concern and answer any questions you may have about our response.

Contact the Parliamentary and Health Service Ombudsman

If after going through our complaints procedure you are still not satisfied with the way we have dealt with your concerns, you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint. However, it is important to note that the Trust must be given a chance to address your concerns first.

Contact details: **Parliamentary and Health Service Ombudsman**

Millbank Tower
Millbank
London SW1P 4QP

Telephone: 0345 015 4033

Text Phone: 0300 061 4298

E-mail: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

If you wish to make a claim

We are more than happy to answer your complaint if you intend to make a future claim. However, claims and legal action are not dealt with under the complaints process; these are dealt with by our Claims and Litigation Department who can be contacted in writing at the following address:

Litigation Department
University Hospitals of Leicester NHS Trust
Belgrave House
Leicester General Hospital
Gwendolen Road
Leicester
LE5 4PW

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો.

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk