

# What can I expect after making a complaint

Patient Advice and Liaison Service (PALS)

Last reviewed: August 2024

Next review: August 2027

Information for Patients, Families and Carers

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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 promise to you

The Trust will carry out a full investigation. The investigators will be senior members of the relevant department/service involved.

In all cases, we will

- give you information
- try to answer your questions
- tell you what we are doing to put the matter right

We would like to let you know that your care will not be affected as a result of you making a complaint. We do not keep your complaint in your medical notes so it will not affect your care in any way. 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 PALS.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://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](mailto:InformationForPatients@uhl-tr.nhs.uk)

## **What the complaints process cannot do**

The complaints procedure cannot

- look at disciplinary issues, for example whether a staff member should be sacked, 'strike off' a health professional or suspend their registration
- look at complaints about treatment provided privately unless the NHS paid for it
- investigate issues that have already been investigated as part of the complaints process or by the Ombudsman

## **What will you do with my complaint?**

We will not routinely contact you to discuss your complaint. We will only contact you if we need further information or clarification of your concerns. If we need to talk to other professionals such as your GP or other healthcare trusts, we will have to ask for consent in order for us to share your complaint with that service.

We have acknowledged your complaint, letting you know

- of the intended deadline
- how we will contact you
- your case handler and case manager

The senior members of the relevant department/service will now carry out an investigation into your concerns. They will

- look at the facts relating to your concerns
- look at the evidence available on our electronic systems
- talk to the staff involved
- look at medical records if needed

We may use complaints anonymously for research and training purposes unless you specifically ask 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**

Finally, 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 Health Service Ombudsman (PHSO) to review your complaint. However, it is important to note that the Trust must be given a chance to look at your concerns first.



The contact details for the Parliamentary and Health Service Ombudsman are:

Parliamentary and Health Service Ombudsman

Millbank Tower,

Millbank,

London

SW1P 4QP

Tel: 0345 015 4033

Text Phone: 0300 061 4298

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://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, but claims and litigation are not dealt with under the complaints process. This is dealt with by our Claims and Litigation Department. You can contact them in writing at the following address:

Litigation Department,

University Hospitals of Leicester NHS Trust,

Belgrave House,

Leicester General Hospital,

Gwendolen Road,

Leicester

LE5 4PW

Email: [litigationnewcases@uhl-tr.nhs.uk](mailto:litigationnewcases@uhl-tr.nhs.uk)

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](mailto:equality@uhl-tr.nhs.uk)