

## » If you need help

The Independent Complaints Advocacy Service (ICAS) can give you advice about using the NHS complaints system. Staff at ICAS can also support you in making a complaint by writing letters on your behalf and going with you to meetings. You can contact them at:  
POhWER ICAS  
CAN Mezzanine  
32-36 Loman Street  
Southwark  
London SE1 0EH  
Tel 0845 337 3061  
Email: pohwericas@pohwericas.net

## » What we will do after receiving your complaint

- We will contact you within three working days to acknowledge your complaint
- We will try to speak to you directly about your concerns and the outcomes you are looking for. We will also agree the arrangements for dealing with your complaint.
- We will ask the appropriate managers to carry out a thorough investigation.
- Our reply to you will show you how the investigation was carried out and what the outcomes of the investigation are.

## » What to do if you are still not happy

If you are unhappy with our response or require further information you can ask for a meeting with a senior manager to discuss your concerns. Should you feel that your complaint has not been dealt with properly you can ask for this to be reviewed by the Trust's Complaints Appeals Panel.

## » Independent Review

If you are still not satisfied with our response to your complaint you have the right to ask the Health Service Ombudsman to review your case. You should do this within six months of our final response to you. You can contact them at:  
The Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QF  
Tel. 020 7817 4057

## » Translation service

Translation available on request. Please contact the Oxleas NHS Foundation Trust Communications Department on 01322 625754. Braille and other formats also available.

### Albanian

Perkthimi ne dispozicion sipas kerkeses. Ju lutemi kontaktoni Departamentin per Komunikime te Oxleas NHS Trust Communications Department ne 01322 625754. Kemi edhe format ne guhen per te verber Braille dhe formate te tjera.

### Bengali

অনুরোধসাপেক্ষে অনুবাদ সরবরাহ করা হবে। এর জন্য অক্সলীজ্ এনএইচএস্ ট্রাস্ট কমিউনিকেশনস্ ডিপার্টমেন্ট-এর সঙ্গে 01322 625754 নম্বরে যোগাযোগ করুন।  
ব্রেইল বা অক্ষরলিপি এবং অন্যান্য সংস্করণেও অনুবাদ পাওয়া যায়।

### French

Traduction disponible en demande. Veuillez contacter le Département de Communications de Oxleas NHS Trust au 01322 625754.  
Braille et autres formats aussi disponibles.

### Punjabi

ਬਿਨਤੀ ਕਰਨਾ 'ਤੇ ਤਨਰਮਾ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰ ਕੇ ਉਪਲਬਧ ਟੈ ਐੱਨ ਐੱਚ ਐੱਸ (NHS) ਟ੍ਰਸਟ ਦੇ ਸੰਚਾਰ ਵਿਭਾਗ ਨਾਲ 01322 625754 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਬ੍ਰੇਲ ਅਤੇ ਹੋਰ ਸਰੂਪ ਵੀ ਉਪਲਬਧ ਹਨ।

### Somali

Hadii aad u baahato turjumaad waxaad ka helayaa xafiiska The oxleas NHS Trust. Qaybta isgaarsiinta ee taleefankeedu yahay 01322625754. sidoo kale qalabka dadka indhaha la' wax loogu daabaco iyo noocyo kale ayaad ka helayaa.

### Turkish

İstendiği takdirde bu belgenin çevirisi mevcuttur. Lütfen 01322 625754'ten Oxleas NHS Trust Communications Department ile bağlantı kurun.  
Ayrıca çeviri Kabartma yazı ve diğer formatlarda da mevcuttur

### Vietnamese

Có bản dịch sẵn tiếng Việt. Nếu cần xin liên lạc Oxleas NHS Trust Communications Department điện thoại 01322 625754.  
Đồng thời có bản bằng hệ thống chữ Bray (chữ nổi cho người mù) và các hệ thống khác



# Something wrong? How to complain

Revised October 2011

improving lives

Oxleas **NHS**  
NHS Foundation Trust

## Introduction

This leaflet gives information on how to make a complaint about the services you, or the person you care for, receive.

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we value your feedback. If you tell us when you are not happy with Oxleas services, we will do what we can to put matters right for you and to improve our services for everybody.

You should be treated with courtesy and respect at all times. I want to assure you that making a complaint will not harm or prejudice the care that you, or the person you care for, are given.



Stephen Firn  
Chief Executive

## Raising concerns

If you have a concern about your care and treatment, or about any of our services, please talk to a member of staff or contact our Patient Advice and Liaison Service (PALS) who can give you prompt help, advice and support. You can call them freephone on 0800 917 7159 or email [pals@oxleas.nhs.uk](mailto:pals@oxleas.nhs.uk)

## Making a formal complaint

If staff have been unable to resolve your concerns and you wish to make a complaint you can write to the Chief Executive or the Head of Complaints at:  
Oxleas NHS Foundation Trust  
Pinewood House  
Pinewood Place  
Dartford  
Kent DA2 7WG

You can also phone the Complaints Office on 01322 625751 or email: [complaints@oxleas.nhs.uk](mailto:complaints@oxleas.nhs.uk)

## Letters and emails should include:

- Your full name and address.
- Your daytime telephone number (so that we can speak with you if we need to) and any times you would prefer us to contact you.
- A summary of your complaint.
- The date the incident occurred.
- The ward, service or person involved.
- Details of what you would like us to do to put things right.

## Who can complain?

A complaint can be made by anyone who is affected by the actions or decisions of Oxleas NHS Foundation Trust. If you are complaining on behalf of someone else we may, for patient confidentiality reasons, seek their consent to reply to you.

## Time limits for making a complaint

It is always best to make your complaint as soon as possible and not more than 12 months after the incident. This time limit can be extended if there are good reasons why you could not complain earlier.

## Keeping your complaint confidential

To fully investigate your complaint, information from health records may have to be shared with clinical and managerial staff, however patient confidentiality will be respected at all times.

If you decide to complain, this will not be recorded on your medical notes.

## Equality and diversity

We aim to ensure that patients and carers are not subject to discrimination, bullying and/or harassment on the basis of ethnic or national origin, gender, sexual orientation, marital status, age, physical or mental health, religion or beliefs.