

How to make a complaint about your care (or for someone you care for)

This leaflet tells you what to do if you wish to raise any concerns about your care and what will happen if you do this.

The majority of feedback we receive from patients, service users and relatives is very positive. We realise, however, that there may be times when we do not always get things right. On these occasions we welcome your feedback as this helps us improve the services we provide. If you have any problems with any aspect of your care, please tell us.

Who should I talk to first?

Most concerns can usually be resolved straight away with the staff who are providing care to you. Tell them what has happened and they will do their best to put things right as quickly as possible.

You may also contact our Your Experience Team on Freephone **0800 694 5530**. They will listen to your concerns and will provide practical assistance and help. Our services can also signpost you to the most appropriate place to help resolve your concerns.

What if I am still not satisfied?

If you feel that you have made every effort to try and resolve your concerns, you may decide to make a formal complaint. If this is what you decide, then it is important to do so as soon as possible - this should be within twelve months of the event.

Can I complain about anything?

The complaints procedure cannot deal with matters arising from private health care, employer complaints or complaints from other NHS professional providers of health care and cannot award financial compensation.

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Can someone complain on my behalf?

Yes, they can, but we will need to get your permission before we can provide any information to the person complaining on your behalf.

If I make a complaint will this affect my future care?

Please be assured that we will not treat you any differently because you have complained.

How do I make a formal complaint?

If you wish to make a formal complaint you can:

- write to the Chief Executive
- email wcnt.yourexperience@nhs.net
- call us on Freephone 0800 694 5530

What happens next?

When we receive your complaint we will either contact you by telephone or write to you within three working days to let you know how we intend to deal with your complaint and how long this process will take.

If we cannot resolve the matter straight away, we will investigate this with the relevant staff and you will receive a written response from the Chief Executive. This process is called Local Resolution.

What if I am still unhappy?

If you are not happy with the response to your complaint then let us know straight away so that we can resolve matters for you. We may investigate your concerns further or we may suggest that you come in and meet with staff to discuss your complaint in more detail.

If after this process, you feel that your concerns have not been resolved, you can refer your complaint to the Parliamentary and Health Service Ombudsman or the Local Government Ombudsman.

**The Parliamentary and
Health Service Ombudsman**
Millbank Tower
Millbank, London SW1P 4QP
Tel: 0345 0154033
www.omudsman.org.uk

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Can I get help to make a complaint?

Healthwatch Wirral Independent Complaints Advocacy can provide free advice and support to anyone making a complaint. You can contact them on: **0151 230 8957** or **info@healthwatchwirral.co.uk**

Useful contacts

Chief Executive

Wirral Community Health and Care NHS Foundation Trust
St Catherine's Health Centre
Derby Road
Birkenhead
Wirral CH42 0LQ

Your Experience Team

Freephone: 0800 694 5530
wcnt.yourexperience@nhs.net

If you would like this information in another format or language, please contact the Your Experience Team on freephone 0800 694 5530. Alternatively you can email wcnt.yourexperience@nhs.net

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