

Concerns, Complaints and Compliments.



Easy Read

Contents

		Page
	We want to know what you think	3
	How to tell us what you think	4
	Concerns, compliments and Complaints	5
	What is a complaint?	6
	How to complain	7
	NHS patient complaints	9
	Private patient complaints	10
	What if you are still not happy	11
	Confidentiality	14
	For more information	15

We want to know what you think



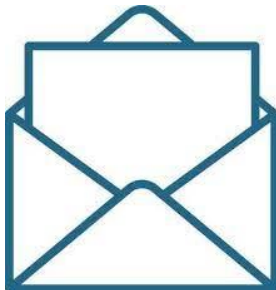
We want to make sure that those who use our services are happy with all of our services all of the time.



Please let us know what you think of the service you have received, whether it is good or bad.



If you have a comment or a suggestion on how we can improve we want to know about it.



We will reply to all of your responses and take action if it is needed.

How to tell us what you think?

You can make a complaint by contacting the Priory service involved in your care.



Email:

All Priory services have email contacts listed on our website page



Telephone:

You can call the Priory service and speak to the Hospital Director / Home Manager / Wellbeing Centre Manager. You can find their number on our website



Write to:

You can write to the Hospital Director / Home Manager / Wellbeing Centre Manager at the address on the Priory services website page.

Compliments



If you feel that you have received excellent service, please let us know.

We can use this information to continually improve our services.

Comments



If you have any ideas that you think could improve our services, please let us know.

Your comment could lead to a change or improvement in services.

We will write to you about any changes which happen as a result of your comment.

Complaints



Sometimes you may not be happy with the services that we have provided for you.

Please let us know if this happens so we can offer our support or help to solve the problem.

What is a complaint?



- Complaints cover all services provided by us in Healthcare and Adult Care



- They can be made by the children or adults themselves
- They can be made for someone by a carer or relative



- They can be made by any member of the public

How to complain



- If you are unhappy with our service, you can contact our hospitals, care homes and wellbeing centres and share your concern



- You do this by contacting our hospitals, care homes and wellbeing centres as outlined on Page 4.



- Our staff will make sure they fully understand your query.
- They may contact you for further details



- We may be able to sort out the problem quickly for you.



- If this is not possible, your complaint will be dealt with by someone who can solve it.

- If you contact us by telephone you will be asked:



- For your name, address and telephone number, so that we can contact you to let you know what we are doing to help put things right
- What you would like us to do to put things right

What we do if you complain

● NHS Patient Complaints

There are two ways that your complaint will be dealt with, either an informal response or a formal investigation.



- An informal response where we try to deal with issues on the spot or as quickly as possible.
- Or through a Local Investigation



You will receive an acknowledgement within two working days



The Hospital Director / Home Manager will give you with a final response within another twenty working days.

We will try to resolve your complaint as quickly as possible.

If there is any delay, we will contact you.

● Private Patient Complaints



There are two ways that your complaint will be dealt with, either an informal response, a formal response (local investigation or an internal review).



- An informal response where we try to deal with issues on the spot or as quickly as possible.



If you are not happy with our informal response you can ask for your complaint to be responded to formally.

- A formal response involves a local investigation to be completed.

● Local Investigation



- You will receive an acknowledgement within two working days.
- Your complaint will be dealt with at a local level.
- You should receive a further reply within twenty working days. However, if this is not possible, you will be told what progress is being made.

● Regional Review



- If you are not happy with the outcome of our local investigation you can ask for a regional review.
- The review of your complaint will be dealt with at a regional level, independent of the service providing your care.
- You should receive a further reply within twenty working days. However, if this is not possible, you will be told what progress is being made.



What if you are still not happy

If you are still not happy with the way your complaint was handled, you can contact the **Independent Ombudsman** for NHS or private services.



The **Parliamentary Health Services Ombudsman** (PHSO) a government service which deals with complaints related to NHS services.

The **Parliamentary Health Services Ombudsman** (PHSO) will look at whether we have dealt with your complaint properly.

You can contact **PHSO** by:



Post:

Parliamentary Health Services Ombudsman
Citygate Mosley Street
Manchester
M2 3HQ



Phone: 0345 015 4033



Email: phso.enquiries@ombudsman.org.uk



Independent Sector Complaints Adjudication Service (ISCAS) is an independent organization which deals with complaints related to private health services.

Independent Sector Complaints Adjudication Service (ISCAS) will look at whether we have dealt with your complaint properly.

You can contact **ISCAS** by:



Post:

ISCAS,
CEDR, 3rd Floor
100 St. Paul's Churchyard
London
EC4M 8BU



Phone: 020 7536 6091



Email: info@iscas.org.uk

Confidentiality



The information that you give to us will remain confidential.



However, in certain circumstances, information may be shared with relevant professionals in order to achieve a resolution.

For more information

We are here to help and resolve your concerns and complaints.



- If you need someone to explain the complaints procedure
- If you need a copy of this leaflet in another language or format, such as large print
- Would like information on advocates that can help you to make a complaint.

AA

Please contact the Priory service you are receiving care from by:



Website:

www.priorygroup.com



Telephone:

You can call the Priory service and speak to the Hospital Director / Home Manager / Wellbeing Centre Manager. You can find their number on our website



Email:

All Priory services have email contacts listed

on our website page