



## **HOW TO COMMENT, COMPLIMENT OR COMPLAIN ABOUT OUR SERVICES**

The nurses and staff at Moorlands are committed to providing high quality service to our patients. This patient information leaflet explains how you can comment, compliment or complain about the service you have received.

If you wish to comment or compliment on our services, please write to Sue Rodgers Customer Services Manager at the address below.

### **How to complain**

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to sort them out. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us have the details. The sooner we look into the matter the easier it will be to establish what happened. Complaints should be made in writing, so if you make a complaint verbally, we will write to you summarising your complaint, to ensure we have understood it. There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances it may be possible to investigate the issue outside this time, if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it.

Complaints should be made in writing and addressed to Mr Paul Chambers, Operations Manager, who is responsible for handling complaints.

We will acknowledge your complaint within 3 working days of receipt and invite you to discuss the manner in which your complaint will be dealt with, including the timescale.

Please tell us how you would like your complaint to be resolved, e.g.:-

- Over the phone
- At a meeting
- With a written response

and the outcome you hope for. It will help us if you can give us as much detail as possible about your complaint.

We will look into your complaint to:-

- Find out what happened and whether something went wrong
- Invite you to discuss the problem with those involved, if you would like this
- Apologise, where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

## Where you can get assistance

If you would like independent advice or support about your complaint the following organisations may be able to help:-

- Independent Complaints Advocacy Service (ICAS) 0845 600 8616
- Citizens Advice Bureau (CAB) Haslemere 0844 848 7969  
or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- NHS Direct  
(a 24 hour confidential telephone and health information service) 0845 4647  
or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Who can complain

Anyone who is receiving a service, or has received a service can complain. You can complain for yourself or for someone else. We may need to disclose information from the patient's medical records. If you complain for a friend or relative you must have their written consent to represent them, unless they are incapable of providing this. If the patient has died, or lacks capacity, we will need proof that you are an appropriate person as determined by law.

## Please remember

- We want you to let us know if you are unhappy, or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment or care.