

What will you do about my complaint?

We will confirm with you the key areas for investigation and discuss with you the best way to resolve your complaint.

We investigate all complaints thoroughly and, wherever appropriate, we will offer you a meeting with the relevant staff to listen to your concerns and resolve the issues. Alternatively, we can send you a written response.

If we identify any issues, or changes to practice are required, we will share this with you and within the Trust as part of our commitment to improve our services.

Our reply to you will detail how we have listened to and investigated your concerns. This might mean giving an apology, explaining what changes and improvements we will make or detailing any further action proposed.

Can I take my complaint further?

If you are not satisfied with our response to your complaint, you can ask for a resolution meeting or for us to explain or clarify our response or discuss other possible resolution options.

If, after this, you still feel that your concerns have not been resolved you have the right to ask the Parliamentary and Health Service Ombudsman to review your case.

For further details of how to pursue your complaint, please refer to our leaflet *Following our Complaint Investigation*. A copy of this can be obtained from the complaints team.

Patient Information Service

If this leaflet does not answer all of your questions, or if you have any other concerns please contact the complaints team on: **01702 435555 ext 6449/6451** or by email: complaints@southend.nhs.uk (Monday to Friday 9.00am to 5.00pm).

For a translated, large print or audio tape version of this document please contact:

**Patient Advice & Liaison Service (PALS)
Southend University Hospital NHS
Foundation Trust
Prittlewell Chase
Westcliff-on-Sea
Essex, SS0 0RY**

**Telephone: 01702 385333
Email: pals@southend.nhs.uk**

Patient Information Service

Making a complaint

Who can complain?

Improving patient experience is a key aim of our Trust and we actively encourage feedback from all service users and the public at large.

We regard all comments, compliments, complaints and suggestions for improvement as a valuable opportunity to learn.

If you have any queries or concerns about the service or care you are receiving whilst in hospital you should speak to a member of staff as soon as possible. If you are uncomfortable talking to them you can contact the PALS team on **01702 385333** or pals@southend.nhs.uk. Please see our leaflet 'Patient Advice & Liaison Service' (PALS) for further information.

Anyone who is receiving, or has received, NHS treatment or services can complain. You can complain for yourself but if you complain on behalf of a friend or relative you must have their consent, or the consent of their next of kin, to represent them. You can also get further advice from the complaints team: **01702 435555 ext 6449/6451** or complaints@southend.nhs.uk

Health advocacy

If you require assistance with making a complaint, independent advocacy is available to help you. If you require this then please contact our complaints team who will advise you of your local providers.

When should I complain?

Complaints should be made as soon as possible and within 12 months of the event giving rise to the complaint. Complaints made after this time

will only be considered in exceptional circumstances. Please contact the complaints team if you need advice regarding this.

What does the hospital need to know about my complaint?

You should write or email a letter of complaint or call the complaints team and give as much information as possible about what, where and when it happened (please see example letter). Don't forget to include your full name, address, telephone number, date of birth and your hospital number if you know it. Wherever possible, you should give the name and the job title of any member of staff involved in the complaint.

Who should I send my complaint to?

You can send your complaint to the Trust chief executive or the complaints department; they will make sure your complaint is acknowledged and investigated.

Chief Executive, Southend University Hospital NHS Foundation Trust, Prittlewell Chase, Westcliff-on-Sea, Essex SS0 0RY.

Alternatively, you can email complaints@southend.nhs.uk

If you feel uncomfortable raising your complaint directly with us, you do have the option of raising it via the commissioner of the service. This will either be the NHS commissioning board or the local clinical commissioning group. Please contact our complaints team for their contact details.

Example letter of complaint

Name and address	Date
Telephone number	
Dear Sir,	
Re: Patient's name, date of birth, hospital number	
<ul style="list-style-type: none">• I am writing to complain about treatment received at name of ward or department• Details of what happened, when it happened and where it happened. It helps to include the names or titles of members of staff. For example staff nurse Brown or Dr Smith• Details of what you want to complain about. You should do this by asking questions. For example 'Why did this happen?' It helps if you number the questions• Details of what you would like the outcome of the complaint to be. For example an apology or tell us what we could do to improve• If you need further information please contact me.	
Yours sincerely	
Sign and print your name	

When will I hear from you?

We will contact you within three working days of receiving your complaint to acknowledge it and make arrangements to resolve and address your complaint to your satisfaction. It is therefore very helpful if you could provide a **daytime phone number** for us to contact you. **At this time we will also discuss the timescales for responding to your concerns.**