

Are you concerned about something that is happening now?

Information on how to raise a concern or a complaint.



We know that sometimes we don't always get it right. All feedback is important to us whether this is about what we did well, what we could do better, or any other type of feedback.

If you have a concern or wish to make a complaint, please bring it to someone's attention as soon as possible to help us identify areas where we can improve our services.



We will use your feedback to help us improve and we will show you how we have learned from your experience.

How to share your feedback with us

In the first instance we ask that you talk to the staff involved with your care or treatment, or their manager. This is often the quickest way for us to put things right and stop them getting worse.

If you do not feel comfortable about approaching this person, directly ask to speak to the Ward or Team Manager, the Modern Matron, the consultant, or the locality manager.

Please do not be afraid to say what you think. If you bring your feedback to our attention, it will not affect your future treatment or care. The trust has a policy of dealing with concerns openly. We welcome all feedback, and we will do everything possible to put things right.

Complaints Team

As an alternative to speaking to staff about your concerns, the Complaints Team are here to help. They will manage your complaint in the best possible way to ensure that you receive a compassionate response that identifies how we have learnt from your experience which will be used to improve our services.

The complains team are available **Monday to Friday** (excluding bank holidays) between the hours of **9am and 4pm**.

Freephone: 0800 052 0219

Text message: 07733 001221

Email: tewv.complaints@nhs.net

Address:

Complaints Department
Flatts Lane Centre
Normanby
Middlesbrough
TS6 0SZ

How do we aim to resolve concerns raised?

We will:

- Agree the concerns that you wish for us to have a closer look or be investigated.
- Be thorough and fair.
- Let you know when we will respond to your complaint or if there is a delay.
- If there is a delay, we will keep you up to date with what's happening.
- Learn lessons from your experience of our services and make identified improvements.

We take complaints very seriously.

If you need help to make your complaint, please talk to your local independent NHS complaints advocacy provider.

Confidentiality and Consent

Any information you provide is confidential and will be kept safely and securely. If we need to pass your information on to another member of staff, we will only do so with your consent or if we are worried about the safety of yourself or others.

If you are a relative, friend or a representative of a patient, we cannot provide clinical information without the consent of the patient concerned.

We may need to review your clinical records as part of our closer look or to investigate your complaint.

If you are not satisfied with the Trust's response

The trust aims to respond fully to your concern or complaint and will work with you to reach a satisfactory resolution.

However, if you're not happy with how we've dealt with your complaint, and would like to take the matter further, you can contact the parliamentary and health service ombudsman. The ombudsman makes a final decision on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman: <https://www.ombudsman.org.uk/making-complaint>

Seeking independent advice

Complaints advocacy services are independent organisations providing advice, assistance and support to people who have a concern or complaint about the National Health Service. Their contact details are:

- **York Advocacy** (for residents in the City of York) – Telephone: 01904 414357
- **East Riding of Yorkshire cloverleaf Advocacy** (Pocklington) – Telephone: 01482 880160
- **People First Advocacy Service** (Hartlepool, Middlesbrough and Redcar & Cleveland) – Telephone: 03003 038037
- **Carers Federation** (Durham, Darlington and Stockton) Telephone: 0808 802 3000
- **Cloverleaf Advocacy** (North Yorkshire) Telephone: 0300 0124212

What if I want to take legal action against the Trust?

If you are considering taking legal action against the trust you should seek appropriate legal advice.

When a concern or complaint involves both health and adult social care

If you have a concern or complaint about your care that involves both the NHS and adult social care (your local authority) you can inform either organisation and you should receive a single co-ordinated response.

Useful contact numbers

- **The Care Quality Commission (CQC)** – Regulates all health and adult social care in England ensuring the quality standards are met where care is provided. Telephone: 03000 616161

- **The General Medical Council (GMC)** – Aims to protect, provide, and monitor the health and safety of the public by ensuring proper standards in the practice of medicine. Telephone: 0161 923 6602
- **The Nursing and Midwifery Council (NMC)** – Aims to protect the public by ensuring nurses and midwives provide high standards of care. Telephone: 020 7333 9333.
- **NHS 111** – Provides healthcare information and advice. Telephone: 111

Feedback

Please let your care team know if you want to comment on whether:

- this information is useful
- any information is missing
- you do not understand the information



Do you have concerns or complaints?

If you have concerns or complaints about a service, you can:

- tell a member of staff
- call our Complaints team - freephone **0800 052 0219**
- email tewv.complaints@nhs.net

Information in other languages and formats

All our information leaflets are available in many formats - please contact a member of staff if you would like this leaflet in:

- another language
- large print
- audio
- braille

Find this information

Staff: Trustwide shared drive > Patient and Carer Information > Trustwide

Patients and carers: go to our website www.tewv.nhs.uk and search Complaints