

# OneHealth Group

## THE NHS COMPLAINTS PROCEDURE Patient Information Leaflet



This information is for people who wish to make a complaint about the service or treatment provided by the One Health Group. It will tell you what to do before you make a complaint, who to go to if you would like to make a complaint and what will happen once you have complained.

Please note that you have the right to make your complaint either to the One Health Group directly or to the organisation that commissions the service from us, which will be your local NHS Trust Hospital or Primary Care Trust.

### What should I do before I make a complaint?

Our clinical staff will explain your condition, treatment or clinical procedure clearly. You should always talk to your consultant, doctor, nurse or other health professional about any concerns you may have about the treatment or service you have received.

### What happens if I am still not satisfied?

If you feel that you have made every effort to try to resolve your concern directly with our staff but this has not been successful, you have the right to make a formal complaint.

### Who can complain?

Anyone who is receiving, or has received treatment or services from the One Health Group can complain. You can complain for yourself, but if you complain for a friend or a relative, or a child you must have their consent to represent them. You can also get further advice from our Complaints Department.

### When should I complain?

It is always best to make your complaint as soon as possible and **not more than 12 months** after the incident. This time limit may sometimes be waived if there is a genuine reason why you could not make a complaint sooner.

### What does the One Health Group need to know about my complaint?

You should phone us or write a letter of complaint and give as much information as possible about what, where and when it happened.

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 our staff involved in the complaint.

Please also indicate how you would like your complaint to be resolved e.g.

- over the phone
- by having a meeting
- by a written response

**and please state the outcome you hope for.**

### **Who should I send my complaint letter to?**

You can send your letter to the Managing Director or the Complaints Department. They will make sure your complaint is acknowledged and investigated. Your complaint will be investigated by a member of the One Health Group Board of Directors.

Complaints Department  
One Health Group  
131 Psalter Lane, Sheffield S11 8UX

Please make sure you enclose written consent if you are complaining on behalf of someone else. You should keep a copy of your letter.

### **What do I do if I do not want to write a letter?**

You can email your complaint to [complaints@onehealth.co.uk](mailto:complaints@onehealth.co.uk) or you can contact the Complaints team on [0845 606 6859](tel:08456066859) or [0114 250 5510](tel:01142505510) and they can take the details of your complaint or arrange for an appropriate person to contact you to resolve and address your concerns.

### **When will I hear from you?**

We will contact you within 2 working days of receiving your complaint to acknowledge it and make arrangements to resolve and address your complaint to your satisfaction.

We will provide you with a written response within 20 days of receiving your complaint.

### **What will you do about my complaint?**

Our reply to you will show 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 meeting or for us to explain or clarify our response or discuss other possible resolution options. You also have the right to raise your complaint with your local NHS Trust Hospital or Primary Care Trust that commissioned the service. One Health Group's staff will provide their contact details for you.

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. You should do this within **six months** of our final response to you. Please call 0345 015 4033

## Further information

For more information about making a complaint please speak to the Complaints Team on [0845 606 6859](tel:08456066859) or [0114 250 5510](tel:01142505510).

Alternatively you can send an email to [complaints@onehealth.co.uk](mailto:complaints@onehealth.co.uk)

If you need independent advice or support about making your complaint you can contact:

- **The Patient Advice and Liaison Service,**  
This service is available in all hospitals. You can find your local PALS office at the Office Directory at PALS online.
- **Independent Complaints Advocacy Service (ICAS)**  
Contact Yorkshire and Humberside: 0300 456 8349
- **Citizens Advice Bureau**  
Your local Citizens Advice Bureau can provide you with support if you want to complain about the NHS services we provide. You can find your local Citizens Advice Bureau on their website.