

# Complaints Procedure

If you have a complaint or concern about a service you have received from Southport and Formby Health, then please do let us know.

We would like to resolve most problems quickly and easily, often verbally, at the time that an issue arises in the service concerned. We welcome an opportunity to put things right, so please make us aware of any issues you might have.

## How to make us aware that you have a problem or an issue:

If you encounter a problem with any aspect of the service you have received, then please feel free to raise this verbally within the service or ask for the name of the service manager, so that your problem can be discussed and resolved, at the time. Alternatively, if the service manager is not available, then you can be called back to discuss the matter.

If your problem cannot be resolved in this way, or if you wish to make a written complaint, then we would like to know as soon as possible - ideally within a matter of days or a short period of time, as it is easier to establish what happened more easily.

The complaint should be addressed to the manager of the service who will receive and respond to your issue or complaint. Alternatively, you can address any issues or complaints to our Chief Executive:

by email, to: [sf.health@nhs.net](mailto:sf.health@nhs.net)

or in writing to the following registered business address:

Chief Executive (in confidence)  
Southport and Formby Health  
12 Church Street  
Southport  
PR9 0QT

Timing – all complaints should be received within a year of the event or the time of being aware of an issue for complaint. This time limit may be waived if there are valid reasons for not making an earlier complaint - providing it is possible to investigate and evaluate the complaint fairly and effectively.

## Our response:

We will acknowledge receipt of your written complaint within 3 working days, either verbally or in writing, and we will offer to discuss or to meet with you about the matter. We would hope to reach agreement with you about how you wish the complaint to be handled, along with the likely period for completion of the investigation and response.

If you prefer not to accept the offer of discussion, then we will determine a specified response period will and will notify you in writing of that period.

We aim to investigate and deal with all complaints efficiently and speedily. We will send you a written response with a report on the investigation, as soon as is reasonable and practicable. If we are not able to meet the response deadline, then we will contact you to tell you about the reasons and will advise you about the reasons for the revised timescale.

All verbal complaints will be recorded in writing by the service manager, and you can request a copy.

## When we investigate your complaint, we will aim to:

- Find out what happened and what went wrong
- Advise you about the actions we will take to put the matter right
- Provide an apology where appropriate, and
- Identify what we can do to make sure the problem does not happen again

We hope that if you do have a problem or an issue, that you will follow our guidance and will use our complaints procedure if necessary. We believe that this gives us the best opportunity to correct whatever has gone wrong and helps us to improve the service provided.

If you do make a complaint, then it is our policy to ensure that you are not discriminated against as a result and that you do not receive any negative effect on your care, treatment, or support.

## Other options for making complaints:

### Patient Advisory Liaison Service (PALS)

PALS provides a confidential service designed to help all patients get the most from the NHS. PALS can tell you more about the NHS Complaints Procedure. They can help you to resolve your complaint informally.

The local PALS office can be contacted on: Tel: 0800 218 2333

If you are not content with the outcome of your complaint to us following our investigation, then you can ask the Health Services Ombudsman to review your complaint in writing or by contacting them in the following ways:

The Parliamentary and Health Services Ombudsman  
Millbank Tower  
Millbank  
London, SW1P 4QP

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Phone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### Your privacy:

The General Data Protection Regulations (GDPR) determine how your personal data is processed and kept safe, along with the legal rights you have in relation to your own data. Should you have any concerns about how your personal information is managed by Southport and Formby Health, then please do write to us at any of the contact address/es provided in this leaflet.

You may also complain direct to the Information Commissioners Office (ICO):

Telephone: 0303 123 1113 (local rate) or 01625 545 745

For further information please ask the service for a patient information leaflet about GDPR.

### Complaining on behalf of someone else:

Please note that we adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, then we need to know that you have permission to do so. A letter signed by the person concerned, will be needed, unless they are incapable (because of illness) to provide this.

Please ask a member of our team for a Third-Party Consent Form which will need to be completed.



# Patient Complaints



Southport and Formby Health operates a complaints procedure that meets NHS standards for dealing with complaints

This leaflet provides information about resolving problems or making a complaint about our services