

Resolving your complaint

If you have made a formal (written) complaint, we will send an acknowledgement of your letter within two days of it reaching us. We then carry out a full investigation, often involving interviews with the people involved and examining records. The person investigating the complaint may contact you to clarify particular points.

To investigate your complaint we may need to look at your medical records, but we will always ask for your consent before we do this.

We will do all we can to send a full written response to your complaint as soon as possible, normally within 20 working days. The letter will let you know who to contact if you wish to discuss the reply.

Some complaints are straightforward to resolve. In these cases we would aim to respond fully in 5 days without sending an initial letter of acknowledgement.

In more complex cases, we may invite you to meet with the chief executive, or other senior manager, and where appropriate the doctor or other clinician involved. This can be an easier way of explaining to you the outcome of your complaint. You might wish to be accompanied by a relative or friend.

If you're not happy with the response you receive

If we do not resolve matters to your satisfaction, you should inform the chief executive in writing that you want to request an Independent Review. This request should be made within 28 days of our final letter to you.

Your request will then be considered by a specially trained member of the Trust called the convener, who will ask you to explain in writing why you are still dissatisfied, if you have not already done so. The convener will contact an independent lay person to help him consider your case, and will look at whether any other local resolution action might resolve your problem. If not, then the convener will decide whether there should be an Independent Review of your complaint by a special panel. You will be given a copy of the panel's subsequent report and the chief executive will write to tell you of any action being taken as a result of the panel's recommendations.

If, having gone through these stages you are still dissatisfied with the way your complaint has been handled, you may wish to write to:

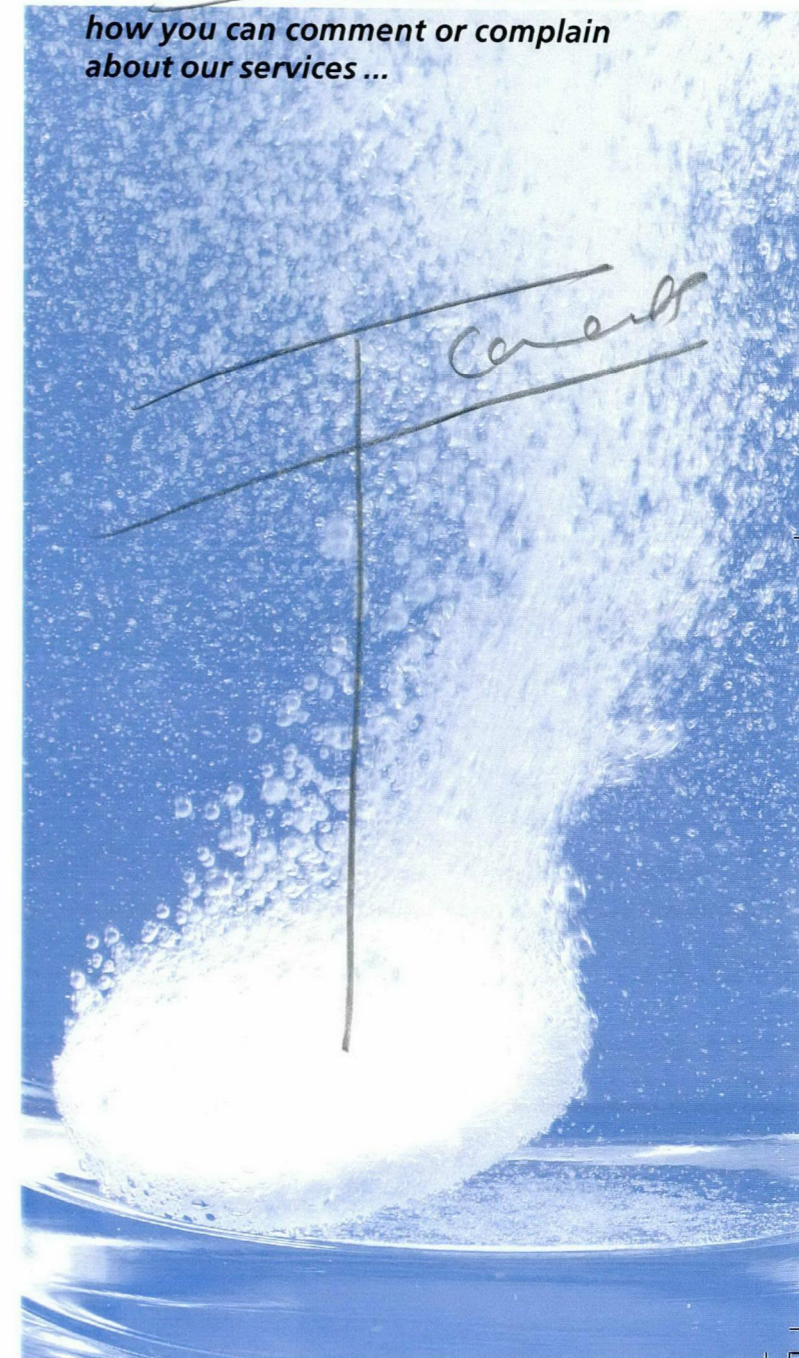
The Health Service Ombudsman for England
11th Floor
Millbank Tower
London
SW1P 4QP

Fareham & Gosport **NHS**
Primary Care Trust

Your Views Matter

MAKING THINGS BETTER

how you can comment or complain about our services ...



We aim to make sure that day in, day out our services measure up to the expectations that you, and we, have of them.

Of course we like to hear when things have gone well so that those who have done a good job get the recognition they deserve. But, equally, there may be times when the service we provide does not meet the required standards - and your views then are just as important.

Whether it's a suggestion about how we could improve something we do, or a complaint because you are not satisfied with the services we offer, we would like you to tell us about it.

If you have any general comments on any aspect of our services, suggestions for improvement or if you want to send a letter of thanks, please read the section in this leaflet headed -

'Comments, thanks and suggestions';

to make a complaint please refer to the section marked -

'How to make a complaint'.

Comments, thanks and suggestions

Wherever possible we would ask you to send these directly to the ward or service from which you received your care. They can be addressed either to a senior member of staff or to the service manager.

If you are not sure where to send your letter then you can send it to:

Ian Piper (Chief Executive)
Fareham & Gosport Primary Care Trust
Unit 180
Fareham Reach
166 Fareham Road
Gosport
Hants
PO13 0FH

We will ensure it is sent on to the appropriate person or department.

How to make a complaint

Wherever possible, your complaint should be made within 6 months of the event, or within 6 months of realising that you have something to complain about so long as that it is within 12 months of the event.

If things do go wrong it's always best to let someone know as soon as possible. We would encourage you to try to talk to staff on the spot about your concerns as they may be able to deal with the problem immediately.

If this isn't possible try talking to the person in charge of the department at the time (perhaps a ward sister, therapist or doctor). You can ask a receptionist to contact the person you need to see. This can be a satisfactory way of sorting out something you're not happy about straight away.

The Primary Care Trust complaints manager may be able to offer further guidance - [Tel 01329 229408](tel:01329229408) or [01329 229410](tel:01329229410) for any help you need.

If you would rather make a formal complaint please write to the **Chief Executive**, at the address shown on the left.

