



Document Control Report				
Title: Chime Complaints Procedure				
Author(s): Jonathan Parsons			Author('s) job title: Managing Director	
Version	Date	Status	Comment / Changes / Approval	Review date
1.0	22/04/15			04/2016
1.0	April 16			April 17
1.1	April 17	Reviewed JP		April 18
Contributor(s):			Roll / job title:	
Document References:				
Policy target:		E.G. All staff, management, finance department		
Method of dissemination:		E.G. email, staff training etc		
Document location:		E.G. folder, server etc		
<p>Chime has made every effort to ensure this policy does not have the effect of discriminating, directly or indirectly, against employees, on grounds of race, colour, age, nationality, ethnic (or national) origin, gender, sexual orientation, marital status, religious belief or disability. This policy will apply equally to full or part time employees. All Chime policies can be provided in large print or Braille format if requested, and language line interpreter services are available to individuals or different nationalities that require them.</p>				

Chime Complaints Procedure

- Direct Complaints to Jonathan Parsons, 01392 402225, jonathan.parsons@nhs.net, Audiology, RDE (W) Barrack Road, Exeter EX2 5DW or to PALS at RDE.
- Chime will investigate complaints as soon as practicable and in line with the NHS complaints procedure described below.
- Upon receipt of a verbal or written complaint – this should be passed to the Managing Director immediately - or in the absence of the Managing Director the next most staff member.
- Receipt of the complaint should be acknowledged with the complainant and a timescale for a response agreed.
- The Managing Director or deputy for the complaint will pass onto the most appropriate person for comment and collection of the appropriate information.
- A response to the complainant is constructed in the format most acceptable to the complainant – this may most often be in the form of a letter but could be a phone call.
- The complainant is reminded in the letter or format of the NHS policy for managing complaints and their right to take it to a further stage if it has not been effectively resolved.

The NHS complaints procedure explained

If you're not happy with the care or treatment you've received or you've been refused treatment for a condition, you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

The NHS Constitution explains your rights when it comes to making a complaint. You have the right to:

- have your complaint dealt with efficiently, and be properly investigated
- know the outcome of any investigation into your complaint
- take your complaint to the independent Parliamentary and Health Service Ombudsman if you're not satisfied with the way the NHS has dealt with your complaint
- make a claim for judicial review if you think you've been directly affected by an unlawful act or decision of an NHS body
- receive compensation if you've been harmed

The NHS complaints process

Stage one: Making a complaint

If you don't feel like you can solve issues informally then you should make a formal complaint to your service provider such as your GP, dentist, hospital or pharmacist. If you cannot make a complaint yourself, then you can ask someone else to do it for you.

Every NHS organisation has a complaints procedure. To find out about it, ask a member of staff, look on the hospital or trust's website, or contact the complaints department for more information.

If you feel too uncomfortable to complain to the service provider directly then you can make a complaint to the commissioner of the services instead. NHS services are commissioned, planned and paid for by either NHS England or Clinical Commissioning Groups (CCGs).

Note: if you have already complained to your service provider then the commissioner will not be able to reinvestigate the same concerns. In this case you should proceed to [stage two of the complaints process](#).

NHS England is responsible for purchasing primary care services such as GPs, dentists, pharmacists, optical services and some specialised services, and you should contact them if you wish to complain about any of these services.

When you contact NHS England via email (england.contactus@nhs.net) ensure you state 'For the attention of the complaints manager' in the subject line.

You should provide as much information as possible to allow NHS England to investigate your complaint, such as:

- your name and contact details
- a clear description of your complaint and any relevant times and dates
- details of any relevant healthcare providers or services
- any relevant correspondence, if applicable

[Contact your local CCG](#) for secondary care including hospital treatments, emergency care and some community services, like district nursing.

When should I complain?

As soon as possible. Complaints should normally be made within 12 months of the date of the event that you're complaining about, or as soon as the matter first came to your attention.

The time limit can sometimes be extended (so long as it's still possible to investigate the complaint). An extension might be possible, for instance in situations where it would have been difficult for you to complain earlier, for example, when you were grieving or undergoing trauma.

If you made your complaint to NHS England you will receive the findings of the investigation together with an appropriate apology and the changes or learning that have taken place as a result of the investigation.

Stage two: I am not happy with the outcome of my complaint

If you are unhappy with the outcome of your complaint you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033

If you have problems with your hearing or speech then you can use a textphone (minicom) on 0300 061 4298. (Calls to these numbers cost the same as a call to a UK landline.) You can also call using [Text Relay](#).