

Making a complaint (Complaints Procedure)

Patient information Leaflet

Talk to us

Every patient has the right to make a complaint about the treatment or care they have had at South Tyneside Health Collaboration.

We know that we may not always get everything right. By telling us about the problem you have had, we will be able to improve our services and patient care.

Who to talk to

We can fix most complaints at a local level. Please speak to a member of staff if you have a concern. They will help you where possible. Or you can submit your concern using our website: www.thesthc.co.uk

Time frames for complaints

Making a complaint

The time limit on making a complaint is:

- 12 months from when the event or problem that you're complaining about happened
- 12 months from the time you found out about the event or problem you're complaining about

Hearing back about a complaint

We will get back to you within 3 working days. This is to let you know that we have received your complaint. We will then look into your complaint. We call this an investigation.

We aim to look into your complaint and share our findings with you within 28 days. This is unless we need longer to finish our investigation. We will give you regular updates.

Looking into complaints

We will look into all complaints effectively. We will follow all laws and guidance for this.

Keeping your complaint private

We will make sure that we look into all complaints with confidentiality. This means keeping your complaint private and safe. We will keep any information about your complaint separate from the patient's healthcare record. The complaint will not negatively impact their care.

Making a complaint for someone else (Third party complaints)

Another person can make a complaint on behalf of a patient. We call this a third party complaint. The patient must agree (give consent) for them to do so.

Final response

We will give a final formal response to everyone involved in the complaint. This will have full details of the complaint and the result. We will speak with you about the progress of any complaint.

Advocacy support

Advocacy support is when someone helps you share your opinion and stand up for your rights.

[Advocacy People](#) gives advocacy support on 0330 440 9000

There are also advocates and links on: <https://www.ombudsman.org.uk/making-complaint/getting-advice-and-support>

Further action

If you do not accept the outcome of your complaint, you can take your complaint higher. This would be to Parliamentary Health Service Ombudsman (PHSO)

NHS Ombudsman

Telephone: [0345 015 4033](tel:03450154033)

Email: www.ombudsman.org.uk

