

# Complaints Procedure

We strive to provide the best possible service to all of our patients. But if you feel unhappy about any aspect of your care or our service, then do let us know, your feedback will help us to improve standards.

## Who Can Make A Complaint?

A complaint may be made by any current or past patient, their appointed representative or if the patient is a child, by a parent, guardian or an organisation under the Children Act 1989. Where the patient is an incapable adult, a relative or other adult person who has an interest in the patient's welfare may make the complaint instead. The complaint must be made within 12 months of the date of the occurrence or from when it was first noticed.

## How Can I Complain & What Happens?

- (a) In most cases, complaints can be dealt with simply and informally by talking them through with the Operations Manager, who will investigate any complaints you make. She can be contacted as follows:

**InsideVue**  
**Farnham Centre for Health,**  
**Hale Road,**  
**Farnham GU9 9QS**  
**Telephone: 01252 979478**  
**Email: [uss.ivl@nhs.net](mailto:uss.ivl@nhs.net)**

- (b) Complaints, whether verbal or written, will be:
  - recorded;
  - acknowledged, either verbally or in writing, within three working days starting from the day on which your complaint was received or, where that is not possible, as soon as is reasonably practicable; and
  - properly investigated;
- (c) Your complaint will be responded to as soon as reasonably practicable; you will receive a written summary of the investigation and its conclusions;
- (c) Where an investigation requires consideration of the patient's medical records by someone outside InsideVue, you will be notified that it will involve disclosure of your records to a third party;
- (d) The Operations Manager will keep a record of your complaint and copies of all correspondence relating to it. This is kept separately from your medical records.

### **What If I'm Not Happy with the Outcome of My Complaint?**

Our intention is that matters are resolved to your satisfaction by the Operations Manager. However, if you are not satisfied, you are invited to write to the Board of Directors at InsideVue at the above address.

The board will consider your complaint and review the way in which it has been handled. We hope this will lead to a satisfactory resolution.

- If your complaint relates to a service received under the NHS, you can seek mediation from the Patient Advice and Liaison Service (PALS) on 01276 526530

or email [palsusers@fhft.nhs.uk](mailto:palsusers@fhft.nhs.uk) Alternatively, drop into the PALS office in the main reception at Frimley Park Hospital.

- Alternatively you can refer your complaint to the Parliamentary & Health Services Ombudsman.

Parliamentary & Health Services Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

- The Independent Health Complaints Advocacy in Surrey is;

Surrey Independent Living Council  
Astolat  
Coniers Way  
Guildford  
GU4 7HL  
Telephone: 01483 310 500  
Email: [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)  
Text: 07704 265 377

- The Care Quality Commission do not investigate complaints but are happy to hear from you:

The Care Quality Commission  
CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA Tel: 03000 616161