

What happens when your complaint is received?

The complaint team will acknowledge receipt within 3 working days. We may need to contact you if we need further information or to obtain consent.

We will ask the most relevant department to investigate the issues raised and respond to you. We aim to respond as soon as possible, but it will take time to investigate your complaint, especially if several departments or other organisations are involved and complex complaints.

The investigating division should keep you informed about progress.

If you contact the Chief Executive or his office, they will ask the complaint department to ensure the Trust's complaint process is followed.

Any complaint correspondence will be securely stored in line with Data Protection Legislation and is kept separate to your medical records

We may not be able to change your experience but we do want to learn from it.

A number of Trust committees use anonymised information from complaints to improve our services.

What if I am not satisfied with UCLH's response?

You can ask us:

- To clarify points or to reinvestigate
- To consider a meeting to discuss your on-going concerns. In which case you can bring a relative, friend or representative with you

The Parliamentary & Health Service Ombudsman (PHSO)

The Ombudsman makes final decisions about complaints that have not been resolved by local NHS complaint process. This is confidential and free, but they will usually consider your case only if we have finished our investigation and response.

Contact Details

Website: www.ombudsman.org.uk to access on line form or

Helpline 0345 015 4033

They will require your complaint to be made in writing or on line.

If you need a large print, audio, braille, easy read, or translated copy of this document, please contact PALS or look on the website. We will try our best to meet your needs.

University College
London Hospitals

Raising a concern or
making a complaint:
For patients
receiving NHS care

Introduction

UCLH aims to provide the highest standard of healthcare. We apologise if this has not been your experience. We want to learn from poor experiences and welcome feedback from patients or their relatives. Raising a concern or making a complaint will not have a negative effect on your care and treatment. We also want to resolve concerns as soon as possible

What should I do if I am concerned?

Please speak to the person in charge of the ward or department as a first step. They may be able to resolve the matter straight away or find a senior member of staff. You can also contact the Patient Advice & Liaison Service (PALS).

How can the Patient Advice and Liaison Service (PALS) help?

PALS are best placed to address concerns that do not need a full investigation or written response. If your enquiry is about an appointment, always try the number on your letter first. PALS can talk to departments or staff on your behalf.

PALS Contact details:

Email: UCLH.PALS@nhs.net

Address: PALS Office Ground Floor
UCLH, 235 Euston Road
London NW1 2BU

Telephone: 020 3447 3042

Main office hours: 09:00 – 16:00

Mon to Fri (excludes Public holidays)

If you need to leave a message, PALS aim to get back to you within 24 hours or the next working day.

Website: www.uclh.nhs.uk

Search the term – PALS

What if I am not satisfied with the initial response to my concerns?

If our staff or PALS do not resolve your concerns, they can direct you to the complaints department.

Is there a time limit to make a complaint?

Complaints should be made as soon as possible after the event, or within 12 months of realising that you have something you wish to complain about. We may not be able to investigate, or may be limited in our response outside of these limits

Where can I get support to make a complaint?

There is a free and independent Advocacy Service that can help you make a complaint about the National Health Service (NHS). Provision can vary by postcode. For details of your local service Email : LondonIHCAS@pohwer.net
nhscomplaints@voiceability.org

Telephone :

Pohwer : 020 3553 5960

Voiceability : 0300 330 5454

What if I am not the patient?

We will need consent before we can disclose third party information but we will contact you to explain this

How can I complain?

You can write or email, we will acknowledge within 3 days and usually respond in writing. If you phone us then we will need to confirm your verbal complaint and this can delay the process. The advocacy service is best placed to help you write up your complaint.

Please **give as much relevant information as you can**, including full name and address, date of birth and hospital or national health number if known. This allows us to confirm your identity. **If you do not want staff to look at your health records please let us know** but this may affect our ability to fully investigate your concerns.

Complaint Department details:

Email: UCLH.complaints@nhs.net

Address: Complaints Department
UCLH
250 Euston Road
London NW1 2PQ

Telephone: 020 3447 7413

Please leave a message and staff will respond ASAP, but within three working days.

Website: www.uclh.nhs.uk

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