

What Happens Next?

Your complaint will be acknowledged within three working days and we aim to have it investigated within ten working days. Within that time scale we hope to be in a position to offer you an explanation, or a meeting with the people involved.

On investigation we shall aim to:

- Establish what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned;
- where appropriate ensure you receive a formal apology;;
- Identify what can be done to avoid the problem recurring.

What to do When you are not Happy with the Outcome?

If you are not happy with the explanation provided or the outcome of the investigation, and you have exhausted all other options, you can refer your complaint to:

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

Complaints Helpline: 0345 015 4033

Line opens between 8.30 and 5.30 Monday to Friday.

Fax Number: 0300 061 4000

E-mail:

phso.enquiries@ombudsman.org.uk

Yarborough Cleve
Care

Complaints Leaflet

Introduction

If you have a complaint or concern about the service you have received from the District Nursing Team working for Yarborough Clee Care please let us know.

From April 2009, patients can choose who will handle their complaint– either Yarborough Clee Care or North East Lincolnshire Clinical Commissioning Group.

How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If this is not possible and you wish to make a complaint, please inform us as soon as possible – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If this is not possible please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaining on Someone Else's

Behalf

Please note that Yarborough Clee Care is bound by law to keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we need to be sure that you have their permission and therefore we will require the patient's written consent or legal equivalent.

If You Wish Yarborough Clee Care to Handle Your Complaint

Your complaint should be addressed to

Jill Ottley – Operational Nurse Manager. You can either write to Yarborough Clee Care, Freshney Green Primary Care Centre, Sorrel Road, Grimsby DN34 4GB or email on: jill.ottley@nhs.net

Alternatively, you may ask for an appointment with Mrs Ottley in order to discuss your concerns. She will explain the complaints procedure and will ensure that your concerns are dealt with promptly. To assist with our investigations we would ask you to be as specific as possible about your complaint.

If You Wish the Care Trust Plus to Handle Your Complaint

Email nelccg.askus@nhs.net or write to the North East Lincolnshire Care Trust Plus
Athena, Saxon Court, Gilbey Road, Grimsby
North East Lincolnshire, DN31 2UJ or telephone — 0300 3000 500