

Useful Contacts

Patient Advice and Liaison Service (PALS)

FREEPOST RRHS-EUHR-LCZA
NHS Leicestershire County and Rutland
Lakeside House
4 Smith Way
Grove Park
Enderby Leics LE19 1SS

Telephone: 01455 441971 or
01509 564444

E: pals@lcr.nhs.uk

Complaints Manager

Leicestershire County and Rutland Community Health Services
Fosse House
6 Smith Way
Grove Park
Enderby Leics LE19 1SS

Telephone: 0116 295
0830/ 0831/0832

Fax: 0116 295 0843

E: complaints@lcrchs.nhs.uk

Independent Complaints Advocacy Service (ICAS)

Leicester ICAS
The Business Box
Oswin Road
Braunstone
Leicester LE3 1HR
Telephone: 0300 456 8347

The Health Service Ombudsman

Millbank Tower
London
SW1P 4QP
Telephone: 0345 015 4033
E: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Alternative Versions of this Leaflet

We can provide this leaflet in Braille, audio cassette tape, disk, large print and in other languages on request.

Please contact the Complaints Manager

Leicestershire County and Rutland Community Health Services is responsible for providing NHS services in the Leicestershire and Rutland area and is hosted by Leicestershire County and Rutland Primary Care Trust

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Leicestershire County and Rutland

Your local NHS

Have your say and help us to GET IT RIGHT

A guide to making comments and suggestions

What to do if you have a concern or you want to make a complaint



The NHS complaints procedure covers complaints made by a person about any matter connected with the provision of NHS services.

Compliments and Suggestions

We try hard to deliver a high standard of care that meets your expectations. We are always delighted to hear when we get it right. If you were satisfied with your care, we would like to know. Please tell the staff directly involved with your care or alternatively you can write to us. We also welcome any suggestions you have which could improve the service we offer. Please talk to a member of staff, or the Patient Advice and Liaison Service (PALS - see back page for contact details).

Who can complain?

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions of an NHS organisation or primary care practitioner. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

If you want to make a complaint

If you want to make a complaint, you should do this as soon as possible and within 12 months of the event. If you are unable to make a complaint yourself, a relative or friend can do this on your behalf, with your written consent.

How to make a complaint about GPs/Dentists/Pharmacists/ Optometrists (who provide NHS services)

Telephone or write direct to the Practice Manager or Senior Partner of the practice in the first instance. You will normally receive a response to your complaint directly from the practice.

Complaints about Primary Care Trust Services (i.e. Nursing, Therapies, Out of Hours, Community Services)

Telephone or write to the Complaints Department within the PCT. You will receive a response within 25 working days, though this deadline can be extended with your agreement.

Local Resolution

The first stage of the NHS complaints procedure is 'Local Resolution'. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible, using the most appropriate means, for example use of conciliation.

You can raise your concerns immediately by speaking to a member of staff or to the Patient Advice and Liaison Service (PALS). They may be able to resolve your concerns without the need to make a more formal complaint.

If you need help and support

The Independent Complaints Advocacy Service (ICAS) can help you, a relative or friend, to complain about any aspect of your NHS care or treatment. ICAS offers support that is independent, confidential and free (see back page for contact details).

Independent Review

If you remain dissatisfied after receiving a full written response to your complaint please let us know so that we can try and resolve the matters that still concern you.

You can also ask the Health Service Ombudsman to independently review your complaint if local resolution does not result in a desired outcome. The Ombudsman is completely independent of both the NHS and Government. (see back page for contact details)