



How to make a complaint



The National Health Service runs lots of different services, like

- doctors in your local surgery
- nurses
- hospitals
- dentists - staff who check your teeth
- opticians - staff who check your eyes
- pharmacists - staff who give you your medicine



We try hard to look after you, but sometimes things go wrong.

This leaflet tells you what to do if you are not happy about how you have been looked after by health staff. This is called making a complaint.



If you have any questions about making a complaint, please telephone our complaints office on 0116 295 0830



Some people will need someone to support them to go through this form so that they understand it.

If you need someone to help you understand this form, please contact the complaints office
on 0116 295 0830
or 0116 295 0831
or 0116 295 0832

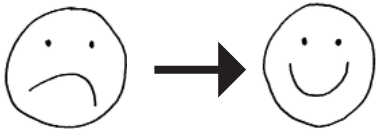
Things you can complain about



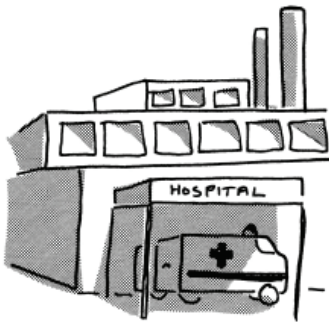
- The care and treatment you get from the National Health Service.



- Something that has happened in hospital that you are not happy about.



- Something you think needs changing to make things better.



- The place where you have treatment, like
 - the doctors surgery
 - the hospital.



- The staff who cared for you, like the doctors or nurses

You should not be frightened to complain about staff, no matter what job they do.



You should try to make your complaint as soon as you can.

If you agree, someone can complain for you. This could be a member of your family, friend or carer.

Would you like some help?



Independent Complaints
Advocacy Service

If you would like some help to make your complaint, you can contact:

East Midlands ICAS
(Independent Complaints Advocacy Service) on
0300 456 8347

They are a national organisation with local offices and contacts.

They can offer you a free service if you want to complain about the National Health Service.

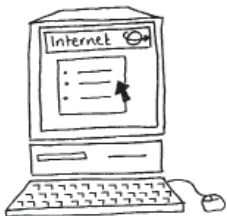
These are the ways you can complain



Talk to a member of staff - they can try to sort out your complaint straight away.



or Telephone the complaints office
on 0116 295 0830
or 0116 295 0831
or 0116 295 0832

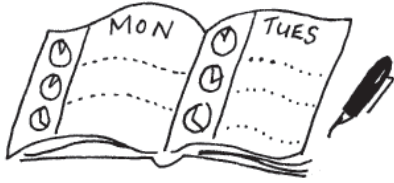


or Email the complaints office. The address is
complaints@lcrchs.nhs.uk



or Write to
Chief Executive
NHS Leicestershire County and Rutland
Lakeside House
4 Smith Way
Grove Park
Leicester LE19 1SS

What happens when you have made your complaint?



- We will try to contact you within 3 working days.
- We will talk about your complaint. We will agree with you how long it will take us to look at what we will do about it.
- We will contact you again after that. We will tell you what we found out and what we will do about it.

If you are not happy with our reply



Tell us straight away, and we will try and see if there is anything else we can do.



If you are still not happy with our reply you can write to this address

**The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London SW1P 4QP**



or Telephone 0345 015 4033
this helpline is open from 8.30am to 5.30pm



or Email - the address is
phso.enquiries@ombudsman.org.uk

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If you would like this information in another language or format, please contact the Patient Information Officer on 0116 295 0903



This leaflet was made easier to understand by Leicestershire County and Rutland Community Health Services using Change Picture Bank