

## Where can I get more advice and help?

Voiceability and POhWER can help people make a complaint or express a concern about NHS services. They can give you advice, write letters on your behalf and go with you to meetings. If you need particular help (for example, if English is not your first language) you can speak to them.

## Will I be asked to give personal information when I make a complaint?

You will be asked for some personal information, such as age, gender and ethnicity. This information, together with the reason for the complaint, helps us to monitor the effectiveness of services and plan our services to meet the needs of our local communities. Names are not included when using information for this purpose so that individuals cannot be identified.

We will keep all information you give us confidential.

## Are you happy with our service?

Compliments are also very welcome! Please tell us if you are happy with our service - it helps us to know when we are getting it right too.

We also welcome your suggestions on any aspect of our service.

Our contact details are under Useful Addresses on the back of this leaflet.

## Useful Addresses

### Compliments, Suggestions and Complaints Team

Allied Health Professionals Suffolk  
Cedars Black Barn, Cedars Courtyard,  
Brockford, Stowmarket, Suffolk, IP14 5PQ  
Tel: 01379 770456  
Email: Patient.Feedback@ahps.org.uk

### PALS (West Suffolk patients)

Rushbrook House  
Paper Mill Lane  
Bramford  
Ipswich, IP8 4DE  
Tel: Freephone 0800 389 6819  
E-mail: wsccg.pals@nhs.net

### PALS (East Suffolk patients)

Ipswich Hospital NHS Trust  
Heath Road  
Ipswich, IP4 5PD  
Tel: Freephone 0800 328 7624  
Email:  
pals.service@ipswichhospital.nhs.uk

### NHS Complaints Advocacy

Voiceability  
Total Voice Suffolk  
Ipswich Road  
Stowmarket, IP14 1BE  
Tel: 0300 330 5454  
Email: nhscomplaints@voiceability.org

POhWER  
POX 14043  
Birmingham, B6 9BL  
Tel: 0300 456 2370  
Email: pohwer@pohwer.net

### Parliamentary & Health Service Ombudsman

Millbank Tower  
Millbank  
London SW1P 4QP  
Tel: 0345 015 4033

# Do you want to make a complaint about our services?

Allied Health Professionals Suffolk staff will do whatever they can to make sure you get quick, fair and proper treatment. However, sometimes things can go wrong and you might not be happy with the treatment you, a friend or a member of your family has received.

## The Patient Advice and Liaison Service (PALS)

If you are not happy about something you can speak to the PALS service. PALS is not part of the official complaints procedure, but might be able to deal with your concerns informally. PALS can also give your more information if you decide to make a formal complaint. See the back of this leaflet for contact details.

### Why complain?

Before you complain, it is important to think about what you want to happen and to tell us. You may want:

- an apology
- someone to explain what has happened
- some changes or improvements to be made
- to make sure people recognise their mistakes
- to make sure the same thing does not happen again

### The Complaints Procedure

You can use the Complaints Procedure to complain about anything to do with our services.

### Who can complain?

You can complain if you are a patient or if you have been affected, or are likely to be affected by a service. You can also complain on behalf of someone by submitting a consent form.

### What is the time limit for making a complaint?

You should normally complain within 12 months of the events happening, or within 12 months of becoming aware that you have something to complain about. These times can be extended if there are good reasons why you could not complain earlier.

### Will my complaint be kept confidential?

If you are making a complaint on behalf of someone else, you will need to get their permission in writing before we can give you any of their personal information. If you are complaining about a treatment, the investigators will need to get the relevant information from your records. If you do not want them to do this, you should let our complaints department know.

### How to complain

You can complain to the Clinical Director at Allied Health Professionals Suffolk, the organisation providing the service.

See reverse for contact details.

Your complaint will be acknowledged within 3 working days of receipt and you will receive a written response within 25 working days of receipt. If there is likely to be a delay, you will be kept in touch with the progress of the investigation into your complaint.

### Conciliation?

Conciliation, or mediation, is one way to sort out your complaint at the local resolution stage. This process uses an independent lay conciliator to help sort out your concerns.

.....and if I am not satisfied with local resolution.....

### Independent Review

If you are still not satisfied after local resolution, you can ask the Chief Executive at Allied Health Professionals Suffolk to investigate your complaint.

The Parliamentary & Health Service Ombudsman is also available.

See reverse for contact details.

### How can I get compensation for the poor treatment I have received?

The Allied Health Professionals Suffolk complaints procedure cannot provide any financial compensation. You will need to take legal action if you want to claim compensation.

For more information about taking legal action, you can contact **Action Against Medical Accidents**, which provides confidential advice and support for victims of medical accidents.

Tel: 0845 123 2352

Web: [www.avma.org.uk](http://www.avma.org.uk)



**Cedars Black Barn, Cedars Courtyard,  
Brockford,  
Stowmarket,  
Suffolk IP14 5PQ**

**Phone: 01379 770456**

**E-mail: [Jo.Utting@nhs.net](mailto:Jo.Utting@nhs.net)**