



MORE INFORMATION ABOUT THE NHS COMPLAINTS PROCEDURE

If you are reading this, then it is likely that an NHS organisation has failed to meet your expectations. We are very sorry that this is the case. We cannot change your experiences, but we can do some things to help.

If you agree that you wish us, as the commissioner of the service, to investigate your concerns:

- We shall investigate your concerns in a fair and open way.
- We shall tell you what happened and let you know about any mistakes that have been made. We shall answer any specific questions that you have asked.
- We shall apologise for any failings that are identified.
- We shall tell you about any changes that are being made by the provider as a result of our investigations.
- We shall do our best to make the process friendly, simple and sympathetic. Our team understand that any problems relating to the care and treatment received from the NHS can be very distressing to those affected.

We also need to let you know that there are some things that we cannot do.

- We cannot provide any compensation as part of the complaints procedure.
- Some cases that involve disciplinary action against staff have to be investigated under a different procedure (we will let you know if this affects your case) and we shall not be able to tell you the outcome of that action.
- If you are concerned about something that happened a long time ago (usually over 12 months ago), we may not be able to investigate your complaint.

The NHS Complaints Procedure is split into two parts. The first of these is an investigation by a local NHS organisation, either the provider or the commissioner of the service which is the subject of your complaint.

Your concerns will be reviewed by our Customer Information and Complaints Officer. They will review your records (which may include your personal medical records) and also obtain reports as needed from doctors, nurses and managers within the appropriate



organisation. Please be assured that your care received from the NHS will not be in anyway compromised as a result of your complaint.

After the investigation, a letter or report will be sent to you by our Chief Officer, Carol McKenna or one of her senior team. We will also send you some more information about what to do if you are unhappy with the response. If you remain dissatisfied with the CCG's response to your complaint, you can ask for this to be reviewed by the Parliamentary and Health Services Ombudsman.

This is the second and final stage of the procedure. In the meantime, if you have any queries or concerns please do not hesitate to contact us:

Customer Information and Complaints Officer
Greater Huddersfield Clinical Commissioning Group
Broad Lea House
Bradley Business Park
Dyson Wood Way
Bradley
Huddersfield
HD2 1GZ

Tel: 01484 464 222

Email: contactus@greaterhuddersfieldccg.nhs.uk

If you need further help and support to make your complaint you can contact the following organisation to help you. They are free and are not part of the NHS.

Advocacy Kirklees
Touchstone,
No 9 Wellington Road
Dewsbury
WF13 1HF

Tel: 01924 460211

Email: advocacy@touchstonesupport.org.uk

