



Our promise to you

We will:

Make sure you are treated fairly and you receive the right support throughout the complaint.

Make sure that if you have complained you will still be treated fairly in the future.

When mistakes happen we will:

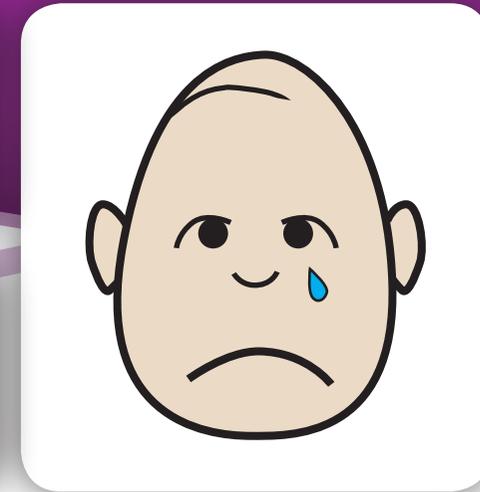
- Say sorry
- Tell you what went wrong
- Try and put things right

Make sure that we listen and learn from what you say to make things better in future.

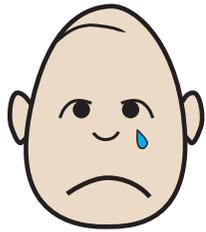


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How do I make a complaint when I am unhappy?



What is a complaint?

A complaint is when you feel unhappy about a service.

This may happen because:

- We do something in the wrong way.
- We don't do something that should have been done.
- We do something that should not have been done.

Who can help you make a complaint?



- A family member or friend.
- A carer.
- An advocate. This is a person who supports you to make sure your voice is heard.



What happens if you are not happy with the response?

You can talk to the Health Service Ombudsman.

This is someone who looks at both sides of the complaint. They don't take sides and give a final answer.

This can be done:

by telephone:

0345 015 4033



by email:

phso.enquiries@ombudsman.org.uk



or by post:

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





What we will do

When you make a complaint we will:

- Let you know we have received your complaint letter, telephone call or email.
- We will contact you to talk about the problem. This person will be a Complaint Investigator, who will help you.
- We will look into the problem.
- This can take time, up to five weeks.
- We will help you to understand what is happening at every step.

What should you do if you are unhappy?

Step 1

Firstly, please talk to us if you are unhappy.



Please ask to speak to the person in charge. This could be the Matron or Department Manager.

We can usually answer your questions and put things right quickly.

Other help and support when you are making a complaint

The Independent Complaints Advocacy Service (ICAS) can also offer you help and support when you are making a complaint. Contact them:

by telephone:
01274 364810

or email:
www.carersfederation.co.uk

What happens next?

- We will try and put things right.
- We will tell you why things went wrong.
- We will try and make things better.



PALS

If you do not want to speak to the people on the ward or in the department directly, then you can speak to the Patient Advice and Liaison Service.

PALS stands for the Patient Advice and Liaison Service.

The Patient Advice and Liaison Service gives advice and support for everyone.

It will deal with any worries in a friendly, quick and easy way.

They will also help and support you if you do make a complaint.

PALS can be contacted:

by telephone:

Bradford Royal Infirmary:
01274 364021

St Luke's Hospital:
01274 365853

or email:

pals@bradfordhospitals.nhs.uk



What should you do if you are still unhappy?

Step 2

How to make a complaint

You need to contact the Chief Executive, this can be done by:

post - write to:

Bradford Teaching Hospitals NHS
Foundation Trust,
Chestnut House,
Bradford Royal Infirmary,
Duckworth Lane,
Bradford,
BD9 6RJ



telephone:

01274 364810

Free Phone: 0500 777717

You will not have to pay for this phone call.



email:

complaints@bradfordhospitals.nhs.uk