Useful Contacts
If you don’t wish to make a complaint but need help and advice please contact:
Patient Advice and Liaison Service (PALS)
Freephone: 0800 7312 326
Email: pals@sotw.nhs.uk

If you want help making a complaint please contact:
Independent Complaints Advocacy Service (ICAS)
Telephone: 0300 456 8348.

If you wish to make a complaint please contact:
Complaints Manager
NHS South of Tyne and Wear
Based at:
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB
Telephone: (0191) 529 7111
Email: complaints@sotw.nhs.uk

NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

For further copies of this leaflet please contact the Complaints Department Tel: (0191) 529 7111

This information can be made available in another format or language on request. Please contact the Communications and PR Team Tel: (0191) 529 7118 Email: mopil@sotw.nhs.uk

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The NHS wants you to receive the best possible service in a friendly and courteous manner. We hope that you will never have the need to make a complaint. However should you need to raise a concern/complaint we have set out below what you need to do.

What do I do if I have a concern/complaint?
If you are not satisfied whilst you are receiving treatment or services from primary care, you should speak to someone who is delivering your care as soon as possible as your concern may be resolved at this stage. However if you prefer you have up to 12 months after the incident to make your complaint.

If you don’t wish to make a complaint but need help and advice, please contact the Patient Advice and Liaison Service (PALS), Freephone 0800 731 2326

Any concern/complaint you make will be treated confidentially and your care will not be affected as a result of this. We will ensure that your complaint is dealt with effectively.

You can contact the Complaints Manager by telephone: 0191 529 7111.

How to complain
You can make your complaint:
• In writing, to the Complaints Manager (address overleaf)
• In person, to a member of staff
• By email, complaints@sotw.nhs.uk
• Over the telephone, Tel: 0191 529 7111

You will be asked to explain what concerns you have and what you would like us to do to put it right.

If you need assistance to put your complaint in writing you will be given information about the Independent Complaints Advocacy Service (ICAS) Telephone number 0300 456 8348.

The person dealing with your complaint will speak to you to discuss possible solutions and will agree an action plan with you.

Your complaint will be acknowledged and investigated fairly, thoroughly and promptly by senior staff.

In your response you should be told:
• What was found
• What action we have taken to prevent things happening again

Most complaints are resolved at this stage. However, in complex situations it may take longer to resolve your complaint and we may need to agree new time scales but you will be kept informed.

If you are unhappy with the written response which you will receive, you should discuss this with the Complaints Manager.

If you are still unhappy with the response, you can ask the Ombudsman to review your complaint:
Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone 0345 015 4033

What are your views about the services we provide?
We would like to hear your views about all the services provided by the three Primary Care Trusts.

You may want to:
• Compliment someone who has helped you
• Suggest ways we can do things better
• Want more information
• Make a complaint

All comments/compliments/concerns/complaints are welcomed. They are taken seriously and viewed as an opportunity to make improvements in the quality of service and have a positive impact on the patient experience.

Name:..........................................................

Address: .........................................................

Telephone No: ..................................................

Your views: ........................................................

Thank you for your time