

# Complaints procedure

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This leaflet explains what to do if you have a complaint about any aspect of our service. We treat all complaints seriously and aim to resolve them as quickly and fully as we can. Making a complaint will not affect your future care or treatment at the Trust.

# How do I make a complaint

## Talk it through

Talk to an appropriate member of staff in the relevant department or ward and they will try to sort things out as quickly as possible.

- If you are an inpatient on a ward, the best person to speak to is the ward manager or senior nurse on duty.
- If you are at an outpatient appointment, ask reception for help or ask to speak to a senior member of staff.

## Contact Patient Advice and Liaison Service (PALS)

If your concern has not been resolved, contact the PALS team. They will try to help you straight away through liaison with hospital staff. If they cannot, or you decide you want to register a complaint, they can discuss this with you. They can explain how we investigate and respond to complaints about our services, and put you in touch with outside groups that can assist you.

The PALS office is on the ground floor of Hambleton Wing, near the main entrance on Bessemer Road. Help desk staff will be happy to direct you.

## Register a complaint

If after speaking with us you want to register a complaint, please do so as soon as you can. This is important as we will usually only investigate complaints that are made within a year of when you were aware that things went wrong or experienced a poor service.

You can have an outside advocate, friend or relative representing or supporting you through the complaints process. NHS Complaints Advocacy can give you free advice about making complaints.



This service is independent of the NHS and it will not pass on any information you have discussed without your permission. Its contact details are at the end of this leaflet.

If you are complaining on behalf of someone else, we may need to get their written consent before we can disclose their personal health information to you. A form will be sent to you with our acknowledgement of your complaint.

To help us to investigate your complaint, we will need full written details of your concerns, how you want us to put things right, and your contact details so that we can provide a response. See the 'Ways to complain' box on page five for contact details.

We will acknowledge complaints and carry out a full investigation. An investigating officer will talk to the staff involved and may ask for a review of clinical care to be undertaken.

We will aim to complete our investigation within 25 working days from when we acknowledge your complaint. This may not be possible if your complaint is very complex, involves a number of different specialists or services, or if we tell you that we are investigating the events as a Duty of Candour. If so, we will let you know what is happening and our approximate working timeframe.

When we have finished the investigation, the Chief Executive, their representative or an appropriate manager will give you a written response to your complaint.

# What can I do if I am unhappy with your response?

## **Tell us**

Let us know if you are not happy with our response. We will look again at any issues that you feel we have not dealt with properly and answer any other questions you may have.

We may also be able to arrange for you to meet relevant managers and senior medical or nursing staff to discuss your complaint. This can help to clear up any areas of concern and to answer your questions about our response.

We may also agree to ask an independent clinician to review the patient's medical records and write a report on the care we provided.

## **Contact the Health Service Ombudsman**

If you are not satisfied with our response, you have the right to ask the Health Service Ombudsman to review your complaint. However it is important to note that the Trust must be given a chance to address your concerns first.

The contact details for the Parliamentary and Health Service Ombudsman are at the end of this leaflet.

## **Our commitment to you**

King's College Hospital NHS Foundation Trust aims to be open with its patients. If there is any problem with your treatment or care, we aim to tell you openly and honestly what has happened as soon as we can. Where necessary, we will carry out an investigation. In all cases we will give you information, try to answer your questions



and tell you what we are doing to put the matter right. This applies whether we find out about a problem as it happens, from something that you tell us, or from investigating a complaint or incident.

## Ways to complain

- In person – on the ward or in clinic
- Talk to PALS, tel **020 3299 3601**, email **kch-tr.pals@nhs.net**
- Write to Patient Complaints at the address below
- Tel: **020 3299 3209/4501**
- Email: **kch-tr.patientcomplaints@nhs.net**
- Complete the online complaints form at:  
**[www.kch.nhs.uk/contact/complaints](http://www.kch.nhs.uk/contact/complaints)**

## More information and advice

### London Independent Health Complaints Advocacy Service (IHCAS)

London IHCAS Advocacy Hub

POhWER

Hertlands House, Primett Road, Stevenage, Hertfordshire SG1 3EE

Tel: **0203 553 5960**

Minicom: **0300 456 2364**

Text: Send the word '**pohwer**' and then your name and number to 81025

Email: **[LondonIHCAS@pohwer.net](mailto:LondonIHCAS@pohwer.net)**

Website: **[www.pohwer.net](http://www.pohwer.net)**



## **Patient Advice and Liaison Service (PALS)**

King's College Hospital

Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **[kch-tr.pals@nhs.net](mailto:kch-tr.pals@nhs.net)**

You can also contact us by using our online form at

**[www.kch.nhs.uk/contact/pals](http://www.kch.nhs.uk/contact/pals)**

## **Patient Complaints Office**

King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3209**

Email: **[kch-tr.patientcomplaints@nhs.net](mailto:kch-tr.patientcomplaints@nhs.net)**

## **Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank, London SW1P 4QP

Tel: **0345 015 4033**

Textphone: **0300 061 4298**

Email: **[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**

**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.**