

Complaints procedure



This leaflet explains what to do if you have a complaint or concern 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 and will liaise with hospital staff. If they cannot resolve things, or you decide you want to make a complaint, they can advise you on how to do this. They can explain how we investigate and respond to complaints about our services, and put you in touch with advocacy services or advise of other services that can help you.

PALS are conveniently located on the ground floor near the main entrances of both King's College Hospital and The Princess Royal University Hospital. They are open between 9am and 4:30pm, Monday to Friday excluding Bank Holidays.

Our PALS service can be very busy and you might be connected to our voicemail – please do leave your message and we will respond to you as soon as we can, usually within 3-5 working days. Emails are looked at and responded to between 9am and 4.30pm.

Talk to PALS

Tel: **020 3299 4618**

Email: **kings.pals@nhs.net**



Register a complaint

If after speaking with PALS you want to register a complaint, please do so as soon as possible. This is important as we will usually only investigate complaints that are made within a year of your care and treatment or poor experience.

You can have an 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. The 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. When we acknowledge your complaint, a consent form will be sent to you which the patient must complete and return to us. Until we receive the completed consent form our investigation cannot begin.

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 aim to complete our investigation within 40 working days.

However if your complaint is very complex involving a number of different specialists or services, or another organisation or care provider, our investigation timeframe will be 60 working days. Occasionally we may need to investigate your concerns through a different process which we will discuss with you.

When we have finished the investigation, the Chief Executive, their representative or an appropriate manager will send 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 responded to and will answer any other questions you may have.

Contact the Parliamentary and Health Service Ombudsman

If you are not satisfied with our response, you have the right to ask the Parliamentary and 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 will be open and honest when it responds to your complaint and will 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 – talk to the service or clinic - on the ward talk to the Ward Manager or nurse-in-charge
- Talk to PALS (details on page 2)
- Email: **kch-tr.complaints@nhs.net**
- Tel: **020 3299 4618** – choose option 8 for Complaints
- Write to Patient Complaints at the address below

More information and advice

Advocacy for All (for residents of Bexley, Bromley, and Croydon)

The Civic Centre, St Mary's Road, Swanley, Kent BR8 7BU

Tel: **0345 310 1812**

Email: **info@advocacyforall.org.uk**

www.advocacyforall.org.uk

London Independent Health Complaints Advocacy Service (IHCAS) (for residents of Southwark)

London IHCAS Advocacy Hub

POhWER

PohWER, PO Box 14043, Birmingham B6 9BL

Tel: **020 3553 5960**

Minicom: **0300 456 2364**

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

Email: **LondonIHCAS@pohwer.net**

www.pohwer.net

VoiceAbility (for residents of Lambeth)

Tel: **0300 303 1660**

Email: **helpline@voiceability.org**

www.voiceability.org



Patient Complaints Office

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

Tel: **020 3299 4618** – choose option 8 for Complaints

Email: **kch-tr.complaints@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**

www.ombudsman.org.uk

To investigate your concerns, it is likely that we will need to access your medical records. To support the monitoring of access to our complaint process, we would also like to access other data you have provided which is held on your record. We would like to record your age, any disability and your ethnicity. This is to ensure that our complaint service is accessible to all and does not exclude anyone. When we use this data, we do not publish it in any way that may identify you individually. If you do not consent to us accessing this data, please let us know when you contact us from the outset.

For further information on how King's College Hospital NHS Foundation Trust uses your personal data, please read our privacy notice at: www.kch.nhs.uk/document/privacy-notice/

If you have any concerns about the way your personal data is being handled, please contact the Trust's Data Protection Officer at:

kch-tr.dpo@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net