

# HACKNEY'S COMPLAINTS CHARTER FOR HEALTH AND SOCIAL CARE

## THE FOLLOWING ORGANISATIONS:

- City and Hackney Clinical Commissioning Group (CHCCG)
- East London NHS Foundation Trust (ELFT)
- Homerton University Hospital NHS Foundation Trust (HUHFT)
- London Borough of Hackney (LBH)
- Hackney Local Pharmaceutical Committee (HLPC)

## ARE COMMITTED TO:

- MAKING HEALTH AND SOCIAL CARE IN HACKNEY BETTER FOR EVERYONE
- VALUING YOUR COMMENTS, SUGGESTIONS AND COMPLAINTS
- ENSURING ALL COMPLAINTS ARE THOROUGHLY AND QUICKLY INVESTIGATED AND RESULT IN ENDURING SERVICE IMPROVEMENTS
- TREATING YOU WITH COURTESY, RESPECT AND SENSITIVITY AT ALL TIMES

## WHEN YOU ARE DISSATISFIED WITH HEALTH OR SOCIAL CARE SERVICES

- Tell us as soon as possible if you are unhappy with our services so we can investigate your concerns and quickly put things right for you.
- Let us know if you would like to try informal resolution of your concerns about our services.
- Tell us if you have any particular needs that we should be aware of, e.g. an interpreter, advocate or other ways of ensuring effective communication with you.
- Have confidence in our commitment to resolving your complaints and concerns, and always treat staff as you would expect them to treat you - with dignity and respect.

## OUR COMMITMENT TO YOU - WE WILL:

- Acknowledge your complaint within three working days and explain how we will handle your complaint/s and what information we need.
- Give you the name and contact details of the person or team that will investigate your complaint.

- Be happy to update you on the progress of your complaint if you contact the complaints department during the period of investigation.
- Ensure that making a complaint will not adversely affect your ongoing or future treatment or care in any way.
- Listen to your proposals and suggestions for service improvements and implement them if we agree your proposals will improve patient care.

### **WE WILL FOLLOW AN OPEN AND FAIR PROCESS BY:**

- Listening to you carefully and making every effort to fully understand your complaint.
- Requesting all the information we need from you.
- Explaining how we will investigate all of your specific concerns.
- Being open and honest with you throughout the investigation, e.g. by ensuring the Duty of Candour is complied with if you have suffered harm and ensuring you get copies of any relevant investigation reports.
- Sharing, evidence, findings and facts with you once the process of investigation has been completed.
- Ensuring you have access to the local complaints advocacy service and other appropriate advocacy services, to support and advise you during complaints investigations.
- Explaining our decisions and recommendations, and how we have reached them.
- Carefully evaluating all the information we have gathered to make an decision on your complaint, and explaining how to obtain an independent investigation of your complaint through the Ombudsman, if you are dissatisfied with our findings.

### **WE WILL GIVE YOU AN EXCELLENT SERVICE BY:**

- Always treating you with courtesy and respect.
- Providing you with a full and detailed response to your complaint as soon as possible.
- Always responding fully to your complaint within 30 working days, unless there are exceptional circumstances - in which case we will explain the reasons for any delay.

- Making sure our services are easily accessible to you and giving you support and help if you need it.
- Ensuring the information you give us is held securely and confidentially.

### **USE YOUR COMPLAINT TO IMPROVE SERVICES BY:**

- Listening to your feedback and using it to improve our services.
- Offering to meet with you to discuss your complaint.
- Apologising if we have made mistakes and aiming to quickly put things right whenever possible.
- Sharing with you what we have learned from investigating your complaint and telling you how we are working to improve services.
- With your consent, sharing what we have learnt from your complaint with other health services, local authorities, commissioners, patients, Healthwatch and other patients' and social care groups.

### **WHAT YOU CAN EXPECT FROM THE ORGANISATION YOU HAVE COMPLAINED TO:**

- Address your complaint as quickly and effectively as possible.
- Give you any information you ask for relevant to your complaint within a reasonable amount of time.
- Show you how we have taken action on the recommendations arising from your complaint.
- Consider a claim through our normal process for reimbursement if you have suffered loss as a result of our actions.

### **THE OMBUDSMEN**

#### **Health Service and Local Government Ombudsmen can make final decisions on complaints that have not been resolved locally by the NHS or the local authority:**

Parliamentary and Health Service Ombudsman:

Tel: 0345 015 4033 ... .. [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Local Government and Social Care Ombudsman:

Tel: 0300 061 0614 ... .. [www.lgo.org.uk/forms/ShowForm.asp?fm\\_fid=62](http://www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62)

## **THE INDEPENDENT COMPLAINTS ADVOCACY SERVICE**

Will support and advise people who wish to make complaints about local health and social care services, and promote the delivery of the Hackney Complaints Charter.

## **HEALTHWATCH HACKNEY**

Will promote delivery of the Hackney Complaints Charter, by working with the organisation that have jointly signed the Charter to monitor compliance, propose service improvements and signpost you to appropriate services.

## **ACCESS FOR EVERYONE**

Please let us know if you would like this Charter in different languages or formats, e.g. Easyread, large print, Braille, plain text or any other presentation or version.

## **TELL US WHAT WENT WELL**

We want to know what went well for you so that services can be improved by learning from your positive experiences.

## **CHARTER REVIEW**

This Charter will be reviewed biennially by its signatories and the HWBB.

## WHO DO I CONTACT FOR MORE INFORMATION?

If you would like to talk about your concerns with someone independent from the care team, or get detailed information about each step of the NHS complaints process, you can contact the Patient Advice & Liaison Services (PALS) at HUHFT and ELFT. PALS can also help you resolve issues and problems quickly and informally.

### East London NHS Foundation Trust (ELFT)

They can be contacted at:

- Tel: Freephone 0800 783 4839
- Email: [PALSandComplaints@elft.nhs.uk](mailto:PALSandComplaints@elft.nhs.uk)
- Post: ELFT, Trust Headquarters, 9 Alie Street, London E1 8DE
- Website: [www.elft.nhs.uk/Contact-Us/Complaints-Comments-and-Suggestions](http://www.elft.nhs.uk/Contact-Us/Complaints-Comments-and-Suggestions)

### Homerton University Hospital NHS Foundation Trust (HUHFT)

They can be contacted at:

- Tel: **PALS** 020 8510 7315 (including voicemail)
- Email: [homertonpals@nhs.net](mailto:homertonpals@nhs.net)
- Tel: **Complaints**: 020 8510 5113
- **PALS** Text phone: 075844445400
- **PALS**FAX: 020 8510 7733
- Email: [Complaintscomplaints@homerton.nhs.uk](mailto:Complaintscomplaints@homerton.nhs.uk)
- Post: HUHFT, Homerton Row, London, E9 6SR Website:
- Complaints Website: [www.homerton.nhs.uk/patients-and-visitors/patient-advice-liaison-service-\(pals\)/complaints-service/](http://www.homerton.nhs.uk/patients-and-visitors/patient-advice-liaison-service-(pals)/complaints-service/)
- Homerton website: [www.homerton.nhs.uk](http://www.homerton.nhs.uk)

### City and Hackney Clinical Commissioning Group (CHCCG)

The North and East London Commissioning Support Unit (NELCSU) 'Patient Experience and Effectiveness Team', manages complaints against the City and Hackney CCG. They can be contacted at:

- Tel: 020 3688 1624
- Email: [nelcsu.complaints@nhs.net](mailto:nelcsu.complaints@nhs.net)
- Post: NELCSU, Clifton House, 75-77 Worship Street, London EC2A 2DU
- Website: [www.nelcsu.nhs.uk/aboutus/complaints.htm](http://www.nelcsu.nhs.uk/aboutus/complaints.htm)

### London Borough of Hackney (LBH)

#### Adult Social Care Complaints:

They can be contacted at:

- Tel: 020 8356 6475 / 4697 / 4537 (Mon - Fri, 9am-5pm).
- Post: Adult Social Care Complaints, Hackney Service Centre, 1 Hillman Street E8 1DY
- Email: [complaints@hackney.gov.uk](mailto:complaints@hackney.gov.uk).

#### Children and Young People's Access and Assessment Social Work Service:

They can be contacted at:

- Tel: 020 8356 5500 (Mon-Fri 9-5pm), 020 8356 2710 (Emergency Out of Hours)
- Post: Children Social Care Complaints, Hackney Service Centre, 1 Hillman Street, E8 1DY
- Email: [fast@hackney.gov.uk](mailto:fast@hackney.gov.uk) or [children.complaints@hackney.gov.uk](mailto:children.complaints@hackney.gov.uk)