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# Sample copy 2: Letting people know you welcome their complaint (1)

## Sample 1

We welcome all your feedback. This includes:

* what we did well
* what we could do better
* anything else you want to tell us.

When we receive your feedback, we will use it to help us improve. We will also show you what we have learned.

To give your feedback, you can speak to a member of staff or use our complaints process.

If you need help, you can contact us at XXXX or talk to your local independent NHS complaints advocacy provider [insert link or contact details].

# Sample copy 3: Letting people know you welcome their complaint (2)

## Sample 2

Are you concerned about something that is happening right now?

If you feel able, talk to the staff involved with your treatment, or their manager. This is often the quickest way for us to put things right and stop them getting worse.

If you prefer, or if you need help, you can contact us at XXXX or talk to your local independent NHS complaints advocacy provider [insert link or contact details].

# Sample copy 4: Letting people know you welcome their complaint (3)

## Sample 3

We know that sometimes we don’t get it right. That’s why we take complaints very seriously.

If something went wrong for you – no matter how big or small – we want to know about it, so we can improve our service.

If you tell us what happened, we will look into it and do everything we can to put it right.

If you need help, you can contact us at XXXX or talk to your local independent NHS complaints advocacy provider [insert link or contact details].

# Sample copy 5: Letting people know you welcome their complaint (4)

## Sample 4

We welcome all complaints, and we look into every complaint we get. We will use what you tell us to improve our service to patients, so please get in touch.

When you complain, please give us as much information as you can. You can use our complaint form if that will help.

Complaining to us will never affect the quality of the care we give you. We make sure of this by storing details of any complaints separately from your medical records. We will be fair and impartial when we look into what you tell us.

If you need help to make your complaint, you can contact us at XXXX or talk to your local independent NHS complaints advocacy provider [insert details here].

# Sample copy 6: Sample paragraph explaining the Ombudsman’s role

If you’re unhappy with how we have dealt with your complaint and you would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman.

The Ombudsman makes final decisions on complaints that have not been resolved by the NHS in England, government departments and some other public organisations. The service is free of charge for everyone.

There is a time limit for making your complaint to the Ombudsman, so make sure you do this as soon as possible so you do not miss your chance for a final, independent decision on your complaint.

To take a complaint to the Ombudsman, or to find out more about the service, go to [www.ombudsman.org.uk](http://www.ombudsman.org.uk/) or call 0345 015 4033.

# Sample copy 7: Memorandum of understanding

See website for more details