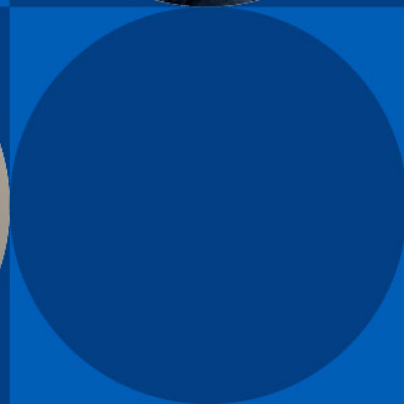


# **Making a complaint**

## **Patient Information**



# Making a complaint

## How to raise a concern

If you are dissatisfied with the treatment or service you have received or have a concern or complaint about any aspect of our services please let us know.

Please feel free to talk to any member of staff. They will help you if they can, or they will pass the concern to someone else who can help. If the concern is about your therapy and you do not feel able to talk about it with your practitioner, you can ask to speak to the service manager.

You can speak with a member of staff by telephone or in person. If you find it easier to email or write to the service, you can send it to the service manager who will do their best to find a solution for you. Alternatively, you may wish to contact our Complaints Team to provide feedback, to raise a concern, or to make a formal complaint at [experienceandfeedback@vhg.co.uk](mailto:experienceandfeedback@vhg.co.uk)

## How we manage complaints

1. For all complaints and concerns we will find out what has happened and ensure this is put right as far as possible.
2. If you make a formal complaint we will acknowledge it within three working days.
3. We will also give you an idea of how long we need to address problems and a timescale for any follow-up actions we will take.
4. We aim to investigate and respond to all complaints as soon as reasonably practical. It may take time to investigate, although in most cases the process should be completed within 20 working days.
5. We will explain to you what we did to investigate and, where appropriate, the actions we have taken to prevent it recurring or affecting other patients.

If you choose to make a complaint on our standard questionnaire without including your name, we will not be able to follow this up with you, however the concerns will still be investigated. Where appropriate, changes will be made and any feedback to staff will be given.

## If you are not happy with our response

If you are dissatisfied with the way we have handled your complaint you can refer your complaint to the Parliamentary and health Service Ombudsman. The Parliamentary and Health Ombudsman makes final decisions on unresolved complaints about the NHS in England. For further information, please visit: [www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint) or call 0345 015 4033.

## Independent Advice

We sincerely hope that if you have a problem, you will contact us. We believe our concerns and complaints process will provide the best chance to put right whatever has gone wrong and provides us with an opportunity to improve our service.

If you would prefer independent advice in the first instance you can consult with your GP or the person or organisation who referred you to Derby and Derbyshire Talking Therapies.

You may also have access to independent advice through The Patient Advice and Liaison Service (PALS).

To search for your local PALS, please visit:

[www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals/](http://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals/)