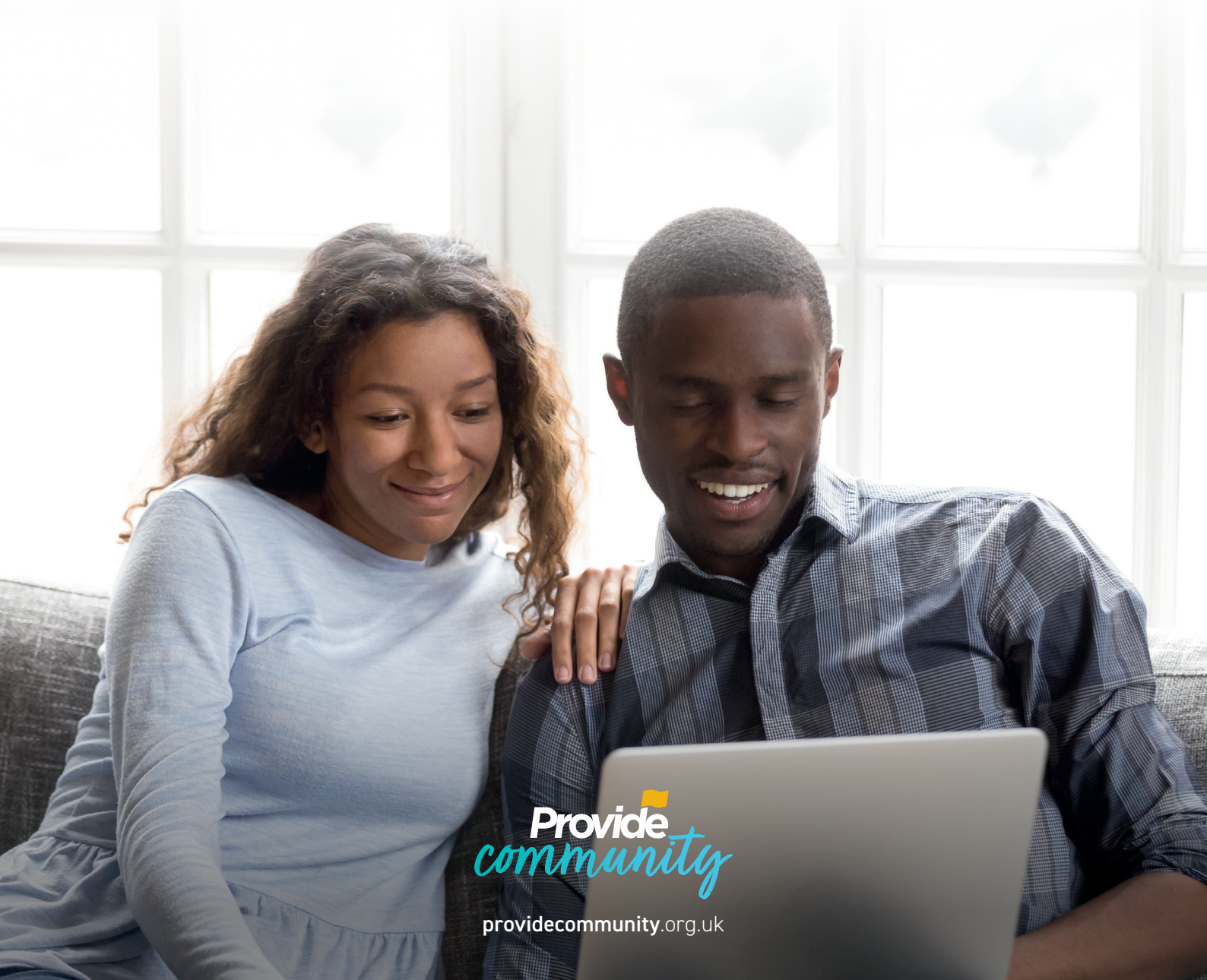
Compliments, Comments and Complaints

This leaflet explains how you can give us **feedback** on our services.



Provide community

providecommunity.org.uk

Share your **experience** and contact our Customer Engagement Team, a **confidential** service that is here to **help** and **advise** you.

We are here to:

- Capture your experience.
- Share your experiences with the relevant teams.
- Support any complaint processes.

We value your feedback as this helps us to review the quality of the services we provide.

Let us know:

- When we get it right.
- When you have a suggestion or idea you want to share with us.
- If you are concerned but do not want to make a complaint.
- If you want to make a complaint.



Our aim is to provide the highest level of service. Seeking the views of those who use our services, to understand their experience, is paramount in ensuring we deliver what the service users* require and expect. We seek feedback to enable us to improve and maintain our high-quality services.

Useful Contacts

If you do not feel comfortable making a complaint or need support at any point during the complaint process then you can ask for help from an advocate. Advocacy services are independent of health and social care providers and help people, especially the vulnerable, to understand their rights, express their views and wishes and ensure their voice is heard. These services are free to use.

You can contact your local authority or local Healthwatch or local Government Association to find out more about an independent complaint advocacy within your catchment area. Below are details of some of the organisations that provide this service, but this is not a comprehensive list:

VoiceAbility Advocacy

0300 303 1660
voiceability.org

Advocacy People

0330 440 9000
theadvocacypeople.org.uk

Care Quality Commission

Provide Community is regulated by the Care Quality Commission and they can be contacted on:

0300 061 6161

Please note they will not investigate individual complaints.

*'service user' relates to people using all our services ie patients / service users / customers / residents

Compliments and Comments

It is always a pleasure to **receive compliments** about **staff** and the **services** we deliver. It's good to be able to **thank the team** and let people know they're doing a **good job**.

Who can I talk to / send a compliment or comment?

You can liaise directly with the service or member of staff or make contact with the Customer Engagement Team. Contact details can be found within this leaflet.

Can I give anonymous feedback?

Yes, you can use Friends and Family Test (FFT). Your feedback using FFT is an important opportunity for you to provide us with information that helps us see what we are doing well and where we need to make improvements. FFT is anonymous and can be completed by scanning the QR code below.

Friends and Family Test



Concerns and Complaints

Overall, the feedback we receive from those who use our services is very positive. However, we know that there are times when we do not always get things right. On these occasions we welcome your feedback, as it helps us to improve our services. Whether you are feeling unhappy, upset or angry, we want to hear from you so that we can try and put this right as soon as possible.

Who can I talk to if I have a complaint?

In the first instance, please try to raise your concerns with the service. Tell them what has happened, and they will do their best to resolve your concerns as quickly as possible.

What if I am still unhappy?

If you have tried this and your concerns remain unresolved or you do not feel you are able to liaise directly, then please contact the Customer Engagement Team who will raise a complaint on your behalf.

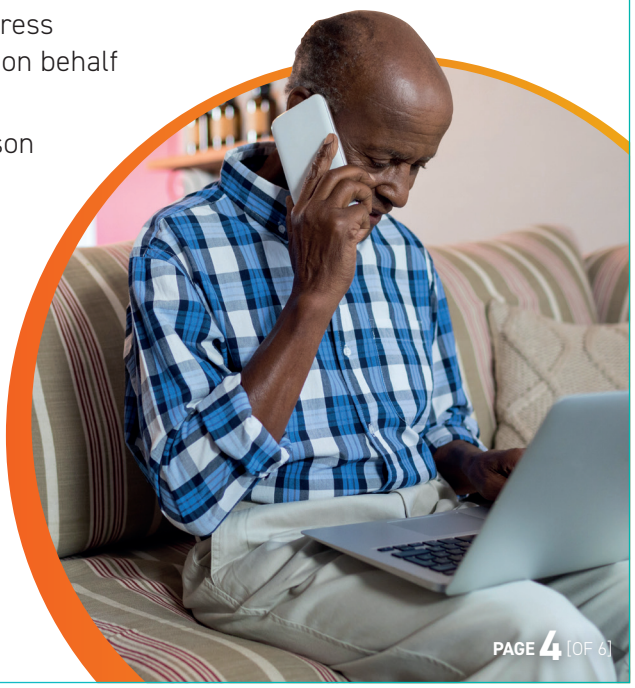
If I make a complaint or raise concerns will this affect my future care?

No, there is no need to worry about this and please be assured your ongoing care will not be affected. By raising concerns or a complaint, it may help to improve your experience as it is only by listening and understanding your concerns that we can make improvements.

How do I make a formal complaint?

You can make your complaint by email, letter or by telephone, please provide the following information:

- Your name, address, telephone number and an email address (if available) and the same details if you are complaining on behalf of someone else.
- The date of birth and NHS number (if known) for the person the complaint relates to.
- A summary of what happened and when and where it occurred.
- It would be helpful if you could identify specific concerns that you would like addressed or specific questions that you would like answered.



Can someone raise a complaint for me?

Yes, a third party can send a complaint on your behalf. However, we will require your written consent giving us permission to provide details of your care. A consent form will be sent by the Customer Engagement Team.

In what time period do I need to make a complaint?

If you wish to make a complaint, please do so at the earliest opportunity, allowing us to act promptly to resolve your concerns, and improve the experience of both you and others.

Complaints should ideally be made within 12 months of the issue leading to the complaint to ensure we can fully investigate it. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.



What happens after you have made a complaint?

The Customer Engagement Team will acknowledge your complaint in writing within 3 working days.

There are no national time frames for responding to a complaint. However, Provide Community recognises that complaints should be managed in a timely manner and we would aim to provide a full, open and transparent response within 28 working days unless a different timescale is agreed between you and the Customer Engagement Team.

Will my personal information remain confidential?

All information relating to your complaint will be held on a database in accordance with the Data Protection Act 2018. Your electronic records will only be accessed by those with a legitimate purpose relating to the administration and resolution of your complaint.

What will happen when we investigate your complaint?

When we investigate your complaint, we will:

- find out what happened and if anything went wrong or could have been done differently.
- make it possible for you to discuss the problem with those concerned, if you would like this.
- make sure you receive an apology, where this is appropriate.

Final Response

We will send you a formal response which will provide full details and the outcome of the investigation.

If you are not satisfied with the response to your complaint, please let us know straight away so that we can try to rectify this. We may decide that a further investigation is required, or we might suggest a meeting to discuss your complaint in more detail.

If, after this, you still feel that your concerns are unresolved or you feel that our organisation has not acted reasonably in the management of your complaint, you have the right to contact the following ombudsman schemes, dependant on whether you are a health or social care user:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP
0345 015 4033
phso.enquiries@ombudsman.org.uk
ombudsman.org.uk

Local Government and Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH
0300 061 0614
complaints.lgo.org.uk/complaint-form



Do I have the right to access my medical records?

The Data Protection Act 1998 allows you to view or obtain a copy of the personal information we hold about you, which may be held on a computer or manually. To access your health records, a request must be made in writing and is called a subject access request.

For more information see **providecommunity.org.uk/your-rights**

How to get in touch...

Customer Engagement Team

Contact the **Customer Engagement Team** on:

0300 303 9952

provide.customerservices@nhs.net

Customer Engagement Team
Provide Community, 900 The Crescent,
Colchester Business Park,
Colchester, Essex CO4 9YQ

Monday - Friday, 9am - 5pm

If we are out of the office, or you phone out of hours, please leave a message and we will return your call as soon possible.

The Customer Engagement Team is unable to answer queries relating to specific health conditions. If your enquiry relates to one of these, please contact your **GP** or **NHS 111** by phoning **111** or visiting **nhs.uk/111**

If you need this leaflet in:

braille

large print

audio

another language

Please contact our **Customer Service Team**:

0300 303 9952 (9am - 5pm)

provide.customerservices@nhs.net

Provide community

providecommunity.org.uk

19573-PC-05