

## COMMENTS AND COMPLAINTS OR CONCERNS LEAFLET

First talk to the staff who provided you with the service that you are concerned about. If you are not sure who to speak to, ask any member of staff who you should talk to. Often they or a senior staff member will be able to deal with the problem straight away. If you do not want to do this, you can write to us in an email or letter.

You can make a complaint if you have used our services or facilities. If you are unable to make your complaint yourself, then someone else, such as a relative or friend, can complain for you. You will need to give your written consent. You can also complain about care given to a patient who has passed away.

It is important to make your complaint as soon as possible after the problem arises. Unless there are compelling reasons, we may not investigate a complaint arising from a visit to us more than 6 months ago.

A complaint letter need not be long or detailed, but it should include:

- Who or what you are complaining about, including the names of staff if you know them;
- Where and when the events of the complaint happened. If you are complaining about several matters, make it clear which are the most important ones;
- What, if anything, you have already done about the issues;
- What you would like from the complaint, (for example, an apology or an explanation, or changes to services).

When you make a complaint, you should receive a letter acknowledging your complaint within 5 working days. The person dealing with your complaint will then investigate it to find out what happened. This may mean talking to staff who have been involved in your care and looking at parts of your health records.

If you would like to talk through your complaint with those concerned, ask for a meeting. You can also ask to see your health records.

Your complaint will be dealt with in confidence and will only be discussed with those who need to know. You or your family will not be penalised and your health care will not be affected by making a complaint.

You will receive a written reply within 20 working days of making your complaint. If you remain dissatisfied, you can ask for an independent review of your complaint. You must do so within 28 days of the final letter you receive about your complaint. An independent lay person will review your complaint with advice from a clinical adviser where necessary. When they look at your complaint they will consider whether there is anything more that can be done locally or whether to hold an independent panel to investigate your complaint.

An independent panel may be set up to investigate your complaint if they consider that a further investigation is likely to find out more information about what happened or because your complaint has not been adequately investigated locally. The panel is made up of three independent lay people. Independent clinical assessors will advise the panel, but are not members of the panel.

You will be informed of the reviewer's decision in writing. If you are not satisfied, you can complain to Health Inspectorate Wales, Government Buildings, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ. You may also wish to seek legal advice.

## COMPLAINTS OR CONCERNS FORM

### **A: Your details**

Name:

Address and postcode:

Your e-mail address:

Contact telephone number(s):

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

### **B: Making a complaint on behalf of someone else: Their details**

Name:

Address and postcode:

What is your relationship to them?

Why are you making a complaint on their behalf?

### **C: About your concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)**

Please describe the incident and what you think we did wrong, or failed to do?

Describe how you personally have suffered or have been affected.

What do you think should be done to put things right?



When did you first become aware of the problem?

Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.

If it is more than 6 months (12 months for health concerns) since you became first aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Dr Thorsteinsson/Dr Dean

Freyja Medical

25a Chester Street

Wrexham

LL13 8BG

