

## COMMENTS, COMPLIMENTS AND COMPLAINTS

**COMMENTS** Our aim is to give the patients the best possible care, with this in mind if you have any suggestions on ways this service can be improved please let us know.

**COMPLIMENTS** If you have any compliments about the service we provide please let us know.

**COMPLAINTS** We have to respect our duty of confidentiality to patients'. Consent will be necessary if someone other than the patient wishes to complain on their behalf, unless they are incapable (because of physical or mental illness) of providing this.

Should you have a complaint about the care you receive please let one of our staff know, the problem then should be rectified on the spot or complete our **Comments, Compliments, Complaints form** available in clinic. If your complaint cannot be solved to your satisfaction, we request that you write in, with full details of the matter addressed to **Sarah Vranjkovic, Partnership Liaison Officer, Pennine MSK Partnership Ltd, Integrated Care Centre, New Radcliffe Street, Oldham OL1 1NL.**

If for any reason this is not possible a member of staff can assist you and take details of any complaint, please contact us for this to be arranged. Full details will be taken regarding the complaint in order to investigate the problem. A written acknowledgement will be sent to you within three working days explaining what the situation is.

The aim is to resolve the situation speedily. In normal circumstances, therefore, you will be offered either an oral or written response or an appointment for a meeting to discuss your concern. We will aim to resolve your complaint within ten working days.

Sometimes, we may need to make some enquiries and this may take longer before we can contact you. In this instance, we will keep you informed.

We will always try to address your concerns fully, provide you with an explanation and discuss any action that may be needed.

We hope that upon receipt of our written response or at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly.

### IF YOU ARE NOT SATISFIED

In the event that you remain dissatisfied with the outcome of your complaint you have the right to take your complaint to the Health Service Ombudsman. If you have any questions about whether the Ombudsman may be able to help you, or about how to make a complaint, please contact the Health Service Ombudsman by:

- calling the helpline on 0345 015 4033 (Mon- Fri 8.30am-5.30pm),
- emailing [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.