

## COMMENTS, CONCERNS, COMPLIMENTS AND COMPLAINTS

At NEMS, we aim to provide patients with the best care that we can. However, we know that things can go wrong and that there is always room for improvement. If we have got things wrong, we will acknowledge this, apologise, explain what went wrong and take action to prevent the same thing happening to someone else. We need you to tell us when our service to you was poor or could have been better.

### HAVING YOUR SAY

- You can complete a 'comments and suggestions' form, available from the reception desk. You do not have to give your name and contact details, but it is helpful if we can contact you to talk things through before taking any necessary action.
- You can telephone us on our office number during normal office hours. The number is 0115 8462395. Our reception staff will take some brief details from you and pass you on to a manager or arrange for a manager to return your call as soon as possible.
- You can write to us addressing your complaint to: The General Manager, NEMS CBS, 484 Derby Road, Nottingham NG7 2GW

### COMPLAINTS

We would prefer you to come to us first, but you can take your complaint directly to the organisation that commissions our service (NHS Nottingham City) by telephoning 0115 883 9570.

### OUR PROCEDURE

We work within the NHS Complaints Regulations (2009). This allows us the flexibility to work with you and agree the best way to handle your complaint, guided by the nature and seriousness of your complaint.

### ABOUT MAKING A COMPLAINT

Complaints must be made within 1 year of the event happening unless the subject matter only came to light within the last year or the complainant had good reason for not making the complaint within the year.

If you are making a complaint on behalf of another person, we may have to seek their consent before we can begin our investigation.

Whether you telephone us or write to us, your complaint will be acknowledged in writing within 3 working days of receipt.

### THE COMPLAINT PLAN

We will contact you to discuss the options for dealing with your complaint, reach an agreement on how best to take things forward and record this in a 'complaint plan'. The plan will include the date by which we aim to have completed the investigation and a copy of the plan will be sent to you.

NEMS aims to respond to your complaint in writing within 25 working days. However, things may take longer in some cases, for example:

- Your complaint is on behalf of someone else and we need to receive that person's written consent in order to respond to you. This is a legal requirement that we have to follow.
- Your complaint is very complex or involves a number of different people or organizations. This can take more time, particularly if each person needs to see the medical records.

- Anyone needed to respond to your complaint is away from work or no longer works for NEMS.

### **OUR INVESTIGATION**

If your complaint is about the nursing or medical care that you received, we will make use of telephone call recordings and computer records as well as seeking comment from the individuals involved.

### **OUR RESPONSE**

When we have completed our investigation we will write to you explaining how your complaint has been handled, what conclusions have been reached and what action is to be taken.

### **UNHAPPY WITH OUR RESPONSE?**

If you are dissatisfied with the outcome of our investigation, we ask you to contact us again so that we can discuss whether further action is appropriate.

If you remain dissatisfied after that, we would recommend that you contact NHS Nottingham City for advice on whether or not to take your complaint to the Health Service Commissioner (Ombudsman), the highest authority within the NHS Complaint regulations.