



Email

Please email: rcht.patientexperience@nhs.net

Phone

You can call us on **01872 252793**. Please leave a voicemail and we will return your call in a maximum of 2 working days (majority will be returned on the same day, except on weekends and bank holidays)

Drop-in

You can call into our office and speak in person to one of the team who are normally available **Monday to Friday between the hours of 9am and 4pm**. Our office is based on the first floor of Tower Block (beside Chaplaincy Services).

By letter

Please send your letter to:
 Patient and Family Experience
 Team (Complaints),
 Royal Cornwall Hospitals
 NHS Trust,
 Truro,
 Cornwall,
 TR1 3LJ



One + all | we care



Royal Cornwall Hospitals
 NHS Trust



Chairman: Mr Jim McKenna Chief Executive: Ms Kathy Byrne
 Care + Compassion | Inspiration + Innovation | Working Together | Pride + Achievement | Trust + Respect



Tell us what
you think



How to resolve concern quickly...

If you have a concern about the care that you are currently receiving, or wish to raise a concern on behalf of a current patient (inpatient or outpatient), please firstly speak to a member of staff providing the care. This could be a nurse, ward sister or matron, a doctor, other health professional or a non-clinical member of staff. **They want to help and will try to resolve your concerns right away.**

If you have tried this and it has not adequately resolved your concerns, or if you would like some help to do this, then please contact the **Patient + Family Experience Team.**

How to make a complaint ...

If your concerns cannot be resolved informally, and you wish to make a complaint, please let us know as soon as possible. Your concerns, will be treated in confidence, with courtesy and sensitivity. You can complain by email, letter, phone or in person.

We can only investigate complaints made within 12 months of the event, under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. If more time has passed, you should tell us the date on which you first realised there was something to be concerned about.

Your complaint will be kept separately from your health records. You will not be disadvantaged because you have made a complaint, nor will you be discriminated against on the grounds of religion, gender, race/ethnicity, disability, age or sexual orientation.

Making a complaint on behalf of someone else...

If you wish to make a complaint on behalf of another person, we will need their written consent to discuss personal health information with you. If the person you are complaining on behalf of is deceased, we will need to check that you have consent to access their personal information. The Patient + Family Experience Team can advise.

What happens when we receive your complaint?

- A Complaints Officer will be in touch within 3 - 5 working days.
- We will aim to resolve your complaint within a realistic timescale.
- We will make enquiries, or undertake a full investigation into your concerns; this will depend on the type of issues you raise.
- The Chief Nurse will respond to you in writing if your complaint has been investigated as a formal complaints investigation.
- If you remain unhappy with any aspect of our response, please let us know immediately and we will do our best to resolve your concerns.

Independent review...



If you remain unhappy at the end of the local resolution process, you have the right to ask the PHSO to review your

☎ 0345 015 4033 ✉ phso.enquiries@ombudsman.org.uk

If you need support to make a complaint...

There is an independent advocacy service called seAp who can help you:

☎ 0330 440 9000
✉ info@seap.org.uk

