Dissatisfied with the response?

If you experience an issue with our service, we hope that you can raise this with us directly. If you feel you cannot, or are dissatisfied with the response provided, you can contact following:

Independent Contractor Complaints Concerns or Queries
Write: NHS England, P.O. Box 16738, Redditch, B97 9PT.
Telephone : 0300 311 22 33
Email: England.contactus@nhs.net

The Care Quality Commission
Telephone: 03000 616161
Visit: cqc.org.uk

Independent Complaints and Advocacy Service (ICAS)
Visit: nhscomplaintsadvocacy.org

Ombudsman
As a last resort, if you are not happy with our response, you can refer your complaint to the **Parliamentary and Health Service Ombudsman**.
Telephone: 0345 015 4033
Visit: ombudsman.org.uk
Textphone (Minicom): 0300 061 4298

How to get in touch

If you wish to make a complaint please do so in writing:

FAO HR/Operations Manager
East Lancashire Alliance
Burnley Business First Centre
Empire Way
Burnley
BB12 6HH

eastlancs.alliance@nhs.net

We will acknowledge receipt of your complaint within seven working days. You will then receive a formal reply in writing once the complaint has been thoroughly investigated. We aim to provide a formal reply within 28 working days. However, this is not always possible.



East Lancashire Alliance

Complaints procedure

Information for patients



www.eastlancashirealliance.co.uk

Making a complaint

We would always hope to resolve most problems at the time they arise and with the person concerned. However, we appreciate this is not always possible.

If you wish to make a formal complaint, please do so as soon as possible - ideally within a few days. This will enable us to establish what happened more easily.

If this is not possible the period for making a complaint is normally:

(a) 12 months from the date on which the event which is the subject of the complaint occurred; or
(b) 12 months from the date on which the event that is the subject of the complaint comes to the complainant's notice.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written consent.

If you wish to make a complaint, please do so in writing using the details on the reverse of this leaflet. Be sure to state your case clearly providing as much detail as you can.

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt of your complaint within seven working days. You will then receive a formal reply in writing once the complaint has been thoroughly investigated. We aim to provide a formal reply within 28 working days. However, this is not always possible.

When looking into a complaint, we will investigate what happened and why. We use complaints as an opportunity to learn. We seek to understand any issues you have experienced and, where possible, make changes to our processes.

When the investigations are complete, we will respond directly. Where a complaint involves multiple agencies (e.g. social services) we will endeavour to co-ordinate our responses. However, this is not always feasible so you may receive responses from each organisation separately.

The final response letter will outline the result of your complaint and provide details of how you can escalate the matter further if you remain dissatisfied with the response.

Complaining on someone's behalf

We are bound by the duty of confidence and have strict rules around patient confidentiality. We are unable to discuss any issues relating to someone else without their express permission.

If you wish to make a complaint and you are not the registered patient, we will require the written consent of the patient to confirm that they wish for a representative to deal with the complaint on their behalf.

The registered patient must complete a consent form before we can deal with the complaint. Once we receive the completed consent form, the complaint will be processed in line with our standard procedure.

If the patient is unable to provide consent due to illness or accident, we would require further details in writing before we move forward with the complaint. We will consider such requests carefully in line with current legislation. As such, it still may not be possible for us to discuss the complaint without the correct consent.