

## COMPLAINTS PROCEDURE

### How to make a complaint

In the first instance, please submit your complaint in writing to:

Chief Executive  
Royal Papworth Hospital NHS Foundation Trust  
Papworth Road  
Cambridge Biomedical Campus  
Cambridge  
CB2 0AY

Alternatively, you can email your complaint to: [papworth.viewpoint@nhs.net](mailto:papworth.viewpoint@nhs.net).

If you wish to obtain copies of your medical records, please contact the Subject Access Requests (SARs) Administrator at: [papworth.sars@nhs.net](mailto:papworth.sars@nhs.net)

### Please be assured that:

- Your complaint will be treated seriously and investigated fully and fairly.
- Your care, or that of a relative, will not be prejudiced because you have made a complaint.
- We will acknowledge and apologise for any failures identified through the investigation.
- We will endeavour to rectify any problems and take steps to prevent a recurrence.
- The Trust will acknowledge receipt of any complaint within three working days.
- The Trust's Complaints Procedure is in line with guidance set out by the Department of Health.

### Listening

It is important that we fully understand your issues and establish what you would like as a result of your complaint. Please provide as much detail as possible about the issues you are raising and the resolution you are seeking

If you require assistance in making your complaint, you can access advice and support from the free NHS Complaints Advocacy Service. A leaflet explaining how to access the advocacy service is enclosed.

If you require this information in different formats, including other languages, Braille or audio, please contact the PALS Team on 01223 638896 or [papworth.pals@nhs.net](mailto:papworth.pals@nhs.net)

Anyone can complain. A family member, carer, friend or your local MP may complain on your behalf with your permission. The Complaints Team will always seek your written consent before progressing a complaint made on your behalf.

### Responding

On receipt of your complaint, the Complaints Team will ensure a full investigation is undertaken into the issues you have raised. If we have agreed to arrange telephone call or meeting to provide feedback on our findings, this will be coordinated by the Complaints Team. Alternatively, a written response will be sent out to you from the Trust's Chief Executive (or her nominated deputy) within an agreed time scale; usually within 35 working days. You can contact the Complaints Team on 01223 639790 to discuss your complaint.

### **Response times**

We aim to respond to your complaint within 35 working days. However, some investigations may take longer than initially anticipated. If we need to extend the timeframe to allow our clinical teams additional time to investigate, we will contact you before the 35-day target to discuss this.

You should be treated with courtesy and respect at all times. Making a complaint will not harm or prejudice the care that you or your relative receives.

### **Improving**

Feedback from patients, relatives and carers is essential in helping us understand people's experiences of care at Royal Papworth Hospital and identifying how services can be improved.

As part of our response, we will outline any lessons learned and the actions we have taken, or plan to take, to prevent a recurrence and improve services going forward.

### **The Parliamentary & Health Service Ombudsman (PHSO)**

If you remain unhappy with the Trust's response to your complaint, you may request an independent review by the Parliamentary and Health Service Ombudsman.

The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some public organisations.

To take a complaint to the Ombudsman, please visit:  
[www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint) or call 0345 015 4033.

It is important to do this as soon as possible after receiving our final response, as there are time limits for the PHSO to review complaints.

**For further information please contact:**

Complaints Team on 01223 639790 [papworth.viewpoint@nhs.net](mailto:papworth.viewpoint@nhs.net)