

ST. HUGH'S HOSPITAL COMPLAINTS PROCEDURE – A SUMMARY

Introduction

Please find below a summary of our Complaints Procedure and flowchart should you need to make a complaint. A more detailed Complaint's Policy is available on request.

Procedure

- 1 Please discuss any concerns you may have with the appropriate member of staff. They will try to resolve your concern immediately. Complaints made verbally should be followed up in writing. This can be done via letter or email. Unfortunately, SHH does not have function to receive texts.
- 2 If you do not feel that your concern has been adequately addressed, and you wish to make a complaint please write to the: Hospital Director, St. Hugh's Hospital, Peaks Lane, Grimsby, DN32 9RP. Tel: 01472 251100
 - 2a **Patients receiving treatment under contract to the NHS**

If you are a patient receiving treatment under the NHS, the Hospital Director will personally advise you on the correct procedure for making your complaint which will depend on the contract between your NHS Trust and the hospital in which you have received your treatment.
- 3 You will receive written acknowledgment from the Hospital Director regarding your complaint within 3 working days of receipt of your complaint, unless a full response can be sent within 5 working days.
- 4 The Hospital Director may request a meeting with you in order to discuss your complaint.
- 5 Following a detailed investigation you will receive a full response to your complaint within 20 working days of receipt of your complaint, or if the investigation is still underway, you will receive a letter explaining the reason for the delay.
- 6 If you are not happy with the response to your complaint, let the Hospital Director know that you are still not satisfied and explain why. If you then wish to request an internal appeal you should write to the Executive Director, Healthcare Management Trust (HMT), 14 Queen Anne's Gate, London, SW1H 9AA.
- 7 The Executive Director will send you written acknowledgment of your request for an internal appeal within two working days of receipt of your complaint. The Executive Director will then consider the complaint and review all the necessary documentation. You may also be invited to a meeting to discuss your complaint.
- 8 You will receive a full response from the Executive Director regarding the outcome of the internal appeal within 20 working days of receipt of your complaint.
- 9 In the event that the Executive Director (after consultation with the HMT Board) confirms the Hospital Director's original decision or if you are not satisfied with the alternative resolution offered – you have the right to refer the matter to the Independent Healthcare Sector Complaints Adjudication Service or Parliamentary and Health Service Ombudsman. You may, also, direct your complaint to CQC at any stage of the complaint – please refer to the attached flowchart for details.
- 10 You should normally complain within six months of the incident you are concerned about, or within six months of you finding out that there was something to complain about. It is best to make your complaint as soon as possible as memories will be fresher and it will be easier to investigate the facts.

ST HUGH'S HOSPITAL – COMPLAINTS PROCEDURE FLOWCHART

YOU WISH TO MAKE A COMPLAINT: Complaints should be made within **1 year** of the incident, or within **1 year of a complainant** realising there is something to complain about.
Can a member of staff assist you?

YES
Your complaint is immediately resolved

*Local
Resolution*

NO
If a member of staff cannot help, please contact:
Hospital Director, St. Hugh's Hospital, Peaks Lane,
Grimsby, DN32 9RP
complaints@hmtsthughs.org

You will receive an acknowledgement letter within 3 working days of receipt of your complaint. Unless a full response can be sent within 5 working days.

Your complaint will be investigated and a full response will be sent within 20 working days, unless the investigation is still ongoing.

Are you satisfied with the outcome?

YES
Your complaint is resolved

*Internal
Appeal*

NO
Please contact the Executive Director, within 6 months:
Healthcare Management Trust,
14 Queen Anne's Gate, London, SW1H 9AA

Your complaint & outcome will be reviewed by the Executive Director. Further investigations and meeting will be undertaken, if required. A full response will be sent to you within 20 working days of receipt of your complaint, unless the investigation is ongoing.

Are you satisfied with the outcome of the internal appeal?

YES
Your complaint is resolved

*External
Appeal*

No
Private Patients Please contact the ISCAS Secretariat:
Independent Healthcare Sector Complaints
Adjudication Service, 70 Fleet Street, London,
EC4Y1EU, info@iscas.org.uk
NHS funded Patients Please contact PHSO at;
Millbank Tower, Millbank, London, SW1P 4QP
Email: enquiries@ombudsman.org.uk