

How to make a formal complaint – Easy Read version



We try to give you, your family and your carers the best care possible



We know that sometimes you might be unhappy with the care we give you



You can tell us by making a complaint

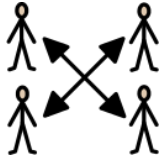


We use information from our complaints to try and make sure the same thing doesn't happen to somebody else



Making a complaint will not affect the care you get and we do not keep a record of the complaint on your file

Who can complain?



Anyone who has been affected by something the Trust has done can complain



Your family or carers can make a complaint for you if you say it is ok

What is the time limit for making a complaint?



You should complain within 12 months (a year) of what happened



If there is a good reason why you could not complain within 12 months the complaints manager can still look into it

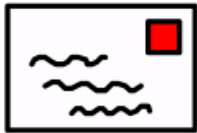
Who should you complain to?



You can complain by letter, by email or on the phone



There is a form we can send you if this is easier



The Complaints team will then send you a letter to check they have understood what you are unhappy about



Please tell us what you would like to happen and if you can, give us a phone number to contact you on



If you would like help making a complaint an advocate can help you. They are not part of the Trust. Their details are on the next page



The address to make your complaint by letter is:

Complaints and Feedback Manager

Humber NHS Foundation Trust

Willerby Hill

Beverley Road

Willerby

HU10 6ED



To make a complaint by phone the number is:

(01482) 303930



To make a complaint by email the address is:

HNF-TR.complaints@nhs.net

What will happen next?



The Trust will send you a letter within 3 working days of getting your complaint



This letter will tell you when the Trust will be finished looking into the complaint



A manager will then look into your complaint.

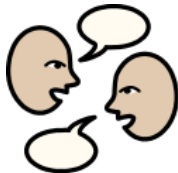


They may need to talk to you either on the phone or face to face

What if you are unhappy with the response to the complaint?



Contact the Trust within a month of getting the letter and tell us why you are unhappy and what you would like the Trust to do.



The complaints team will talk to the people who are involved and talk to you about how to move things on, if possible.



If you need any more information you can call the complaints team on 01482 303930

The Parliamentary and Health Service Ombudsman



If you are not happy with how we handled your complaint you can contact the Parliamentary and Health Service Ombudsman.



They make the final decisions on complaints about the NHS in England.



They are free for everyone to use.



To contact the Ombudsman you can go to this website:

www.ombudsman.org.uk/make-a-complaint



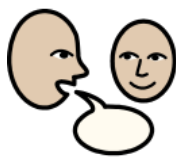
Or call this number:

0345 015 4033

More support and information:



You can call the Trust's Complaints and Feedback team on 01482 303930.



They can tell you more about how to make a complaint



If you live in the East Riding you can get free and private advice from Cloverleaf Advocacy by ringing 0300 012 4212



If you live in Hull you can get free and private advice from NHS Complaints Advocacy Services on 01482 499038



You can go to the Department of Health's website which gives you more information on how to make a complaint. The web address is www.dh.gov.uk