



**Rochdale Health Alliance  
2 The Esplanade  
The Old Post Office  
Rochdale  
OL16 1AE  
Tel: 07741 199881**

**We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.**

**Our organisation team members will be happy to give you any further information.**

**Our organisation complaints leaflet gives details of the procedure and is available from a member of our staff.**

**Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.**

**Help us to help you.**



**Rochdale Health Alliance  
2 The Esplanade  
The Old Post Office Rochdale  
OL16 1AE  
CLIENT INFORMATION LEAFLET**

**COMPLAINTS PROCEDURE:**

If you have a complaint or concern about the service you have received from our staff, please let us know. We operate a complaints procedure as part of a NHS system of dealing with complaints.

Our complaints system meets the national criteria.

**HOW TO COMPLAIN**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem

Complaints should be addressed to the Head of Service at Rochdale Health Alliance. Alternately, you may ask for an appointment with a member of the management team in order to discuss your concerns. They will explain procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Complaints can also be dealt with by NHS England, PO Box 16738, Redditch, B97 9PT. By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net). When making a complaint please state: 'For the attention of the complaints team' in the subject line.

**WHAT SHALL WE DO:**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within twenty working days, of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;



- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

### **COMPLAINING ON BEHALF OF SOMEONE ELSE:**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **COMPLAINING TO NHS ENGLAND**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach an independent body, if you feel you cannot raise your complaint with us please contact:

**By post to:**

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

**By telephone: 0300 311 22 33**

**Opening hours are:** 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

If you remain dissatisfied with the handling of the complaint by the practice or NHS England, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review the case.



COMPLAINT FORM

COMPLAINANT'S DETAILS

NAME: .....

ADDRESS: .....

.....



CLIENT DETAILS (WHERE DIFFERENT FROM ABOVE)

NAME: .....

ADDRESS: .....

.....

DATE OF BIRTH: ..... MEDICAL PRACTITIONER: .....



DETAILS OF COMPLAINT (INCLUDING DATE(S) OF EVENTS AND PERSONS INVOLVED).

COMPLAINANT'S SIGNATURE: .....

DATE: .....

WHERE THE COMPLAINANT IS NOT THE CLIENT:

I ..... Authorise the complaint set out overleaf to be made on my behalf by ..... and I agree that the practice may disclose to ..... (only in so far as is necessary to answer the complaint) confidential information about me which I provided to them.



CLIENT SIGNATURE: ..... DATE.....

NAME AND ADDRESS: .....

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