



**Greater Manchester
Mental Health**
NHS Foundation Trust

Complaints, Compliments, Comments and Concerns
Customer Care Team
Your Views Matter



Improving Lives

Your views matter

Your views matter and we want to hear about them. We can only improve things if you tell us what is wrong and what is right. Whether it's a complaint or compliment we would like to hear it.

Good customer care means:

You will benefit from a more positive experience of our services and we will benefit by being able to consider your views on the services we provide, and make changes where they are needed.

You have a right to have any complaint, concern or comment about NHS services looked into and to receive a timely, full reply. If you complain, you will not be victimised or refused services you would otherwise get.

The Customer Care Team will:

- Provide information about NHS services
- Signpost to specialist services
- Listen to concerns and suggestions
- Seek a timely resolution to problems when required
- Support people if they wish to make a complaint

Who can use the Customer Care Team?

The Customer Care Team primarily provides a service for:

- Existing or former patients, service users, carers or relatives
- Others with the consent of the service user
- Any person who is affected by, or likely to be affected by an action, omission or decision of the Trust

Members of the public and our staff sometimes contact the Customer Care Team for help, advice and information.

Who can I raise issues with?

If you have an issue, there are a number of options for resolving it. The best way is often to talk with the person concerned or their manager.

If this is difficult, contact the Customer Care Team and ask for some help to sort things out or support with more formal procedures.

We will discuss with you which option is best for you.

How can I raise an issue?

You can contact the Customer Care Team in any way and in any language. Help is available if you ask. The Customer Care Team will be happy to arrange a meeting at your convenience.

How can I get more support?

You can access independent support from the Independent Complaints Advocacy or your local advocacy service. The Customer Care Team can provide the contact details for these services.

What about confidentiality?

Whoever looks into your issue may need to involve other staff. This is to work out what has happened and what action should be taken. Any information about you will stay confidential. All correspondence will be filed separately from care records.

When will I get a reply?

If your issue is not resolved by the end of the following working day, it will be acknowledged within three working days of receipt. We will discuss a timeframe for a full response with you.

What if I am still unhappy?

If you have made a complaint and are not happy with the reply, you have the right to refer your complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and the Government.

You must usually complain to the Ombudsman within one year of the event in question.

You can contact the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank,
London
SW1P 4QP

Tel: 0345 015 4033

Text Tel: 0207 217 40660

Website: www.ombudsman.org.uk

Your complaints, concerns and compliments...

Please use this form to highlight any complaints, concerns or compliments you may have about our services, or anything you feel you would like to bring to our attention.

Name:

Address:

Contact Number:

NB if you require a response to your complaint, concern or compliment please ensure you fill in your contact details

I wish to comment that:

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Date:



Write to:

Customer Care Team, Greater Manchester Mental Health NHS Foundation Trust, Bury New Road, Prestwich, Manchester M25 3BL

Contact details:

Freephone: **0800 587 4793**

Phone: **0161 358 0600**

SMS text number: **07500224186**

Email: **customercare@gmmh.nhs.uk**

This information can be provided in different languages, Braille, large print, easy read, text only and audio formats on request.

Tel: 0161 358 1644

Email: communications@gmmh.nhs.uk.

For further information, visit:



www.gmmh.nhs.uk



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