

Please outline the nature of your concern:



If your comment is one of complaint we will acknowledge it within 3 working days. If you are complaining on someone's behalf we will send you a consent form for them to sign

What will happen to your complaint?

We will undertake to:

- ✓ reply to your complaint in 25 working days
- ✓ Tell you if we can't do this and agree a timescale with you
- ✓ Understand your concerns and resolve the complaint to your satisfaction
- ✓ Give you an apology where appropriate
- ✓ Give you an explanation
- ✓ Tell you what we are doing to make things better

If you are not happy with how we have handled your complaint you can contact:

**The Parliamentary and Health Service
Ombudsman
Millbank Tower, Millbank
London SW1P 4QP
Tel: 0345 015 4033**

You can also let the Care Quality Commission know about any concerns you have, although they will not investigate your complaint. You can contact them at:

**CQC National Contact Centre
Citygate, Gallowgate,
Newcastle Upon Tyne
NE1 4PA
Tel: 0300 616 161**

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Comments, Concerns and Complaints

What you need to know

A guide for Patients, Relatives and Carers

Tetbury Hospital Trust Ltd
Reg Company No 2681604. Reg Charity No 1008926



A registered charity committed to do
best in care for local people and the
serve.

Our Aim

To provide integrated, seamless healthcare for people and local communities we serve that is safe, effective and centred around the patient

Compliments

If you are satisfied with the service you have received please let the staff know

Complaints

We want to help. If you are able please speak to the person in charge of the department or ask for the matron or consultant.

If you want to make a formal complaint please write as soon as possible after the event, no later than 12 months, or the date that you became aware of the problem to:

**The Chief Executive
Tetbury Hospital Trust Ltd
Malmesbury Road
Tetbury
Gloucestershire
GL8 8XB
Tel: 01666 502 336**

If you are complaining on someone else's behalf we will need their written consent

Who can help you?

You can speak to any member of staff. If you are not happy with what they tell you ask to speak to someone higher; ask for Department manager, or the matron or your consultant. Who will try and resolve your problems straight away or will direct you to someone else who can help

You can contact them via switchboard on:

01666 502 336

An Independent health complaints advocacy service can advise and support you through the complaints process. It is a free, independent and confidential service

You can contact the local ICAS team at:

**Unit 3 Premier House,
Willowside Park,
Canal Road,
Trowbridge,
Wilts. BA14 8RH
Tel: 0845 120 3782
www.seap.org.uk**

As a Trust we welcome any comments about our services. You may not always want to make a complaint- but simply want to let us know about your experience. If you are unhappy with the treatment or service you have received, you are entitled to complain and have your complaint investigated

Feedback form

You can post this form to the Chief Executive. You can also email any comments to:

enquiries@tetburyhospital.co.uk

Your Name:

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✂ **The name of the person you are complaining for and their date of birth:**

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Contact telephone numbers:

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Contact addresses:

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The department concerned:

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Please turn over the page and provide us with valuable feedback