

Patient Advice & Complaints

Do you have a compliment, comment or complaint?

If so, we want to hear from you. We are a confidential, accessible service for all users of the Trust's services, including carers, relatives and members of the public.

Contact us on: 01274 251440



You & Your Care
www.bdct.nhs.uk

Health Services Ombudsman

If you remain unhappy with how we have dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman who make the final decision on unresolved complaints about the NHS in England. It is an independent service with is free for everyone to use. To take your complaint to the Ombudsman, visit www.ombudsman.org.uk/make-a-complaint or us the following contact details below:

Address: Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

Care Quality Commission (CQC)

Patients who are detained under the Mental Health Act may also raise their complaint with the Care Quality Commission (CQC). The CQC can help with complaints about health services received if a patient has been detained, is subject to guardianship; or is on a Supervised Community Treatment Order.

Address: Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

If you would like this information in other formats or languages please contact the Patient Advice & Complaints Department by email or telephone.

اگر آپ کو یہ معلومات دیگر شکلوں یا زبانوں میں درکار ہے تو براہ کرم پینٹ ایوانس اینڈ کمپلینٹس ڈیپارٹمنٹ سے بذریعہ ای میل یا ٹیلیفون رابطہ کریں۔

Jeśli chcieliby Państwo otrzymać te informacje w innym formacie lub języku, prosimy o kontakt mailowy bądź telefoniczny z Wydziałem ds. doradztwa i zażaleń pacjentów.

আপনি যদি এই তথ্য অন্য কোন কন্সার্ম বা ভাষায় পেতে চান তাহলে অনুগ্রহ করে ইমেল বা টেলিফোনের মাধ্যমে পেশেন্ট অ্যাডভাইস অ্যান্ড কমপ্লেট ডিপার্টমেন্টে যোগাযোগ করুন।

Ak by ste chceli obdržať tieto informácie v iných formátoch alebo jazykoch, e-mailom alebo telefonicky kontaktujte oddelenie pre poradenstvo pacientov a sťažnosti.

إذا كنت ترغب في الحصول على هذه المعلومات بتسقيقات أو لغات أخرى، يرجى الاتصال بقسم استشارات وشكاوى المرضى عن طريق البريد الإلكتروني أو الهاتف.

Contact us in the following ways:

Telephone: 01274 251440
Text Relay: We support this service. (Please dial the prefix 18002 to contact us using this service)
Email: advice.complaints@bdct.nhs.uk
Use our online feedback form:
<http://www.bdct.nhs.uk/feedback>

Write to us at the following address:
New Mill, Victoria Road, Saltaire, BD18 3LD



You & Your Care
www.bdct.nhs.uk

Freepost Plus RTSK-RLZU-EKAC
Complaints Department
Bradford District Care Foundation Trust
New Mill
Victoria Road
SHIPLEY
BD18 3LD



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Tear here

Compliments

If you are happy with the care and treatment we are providing, or feel that a member of staff has been excellent with you, we would like to hear from you.

If you have a concern, comment or complaint

We will do whatever we can to answer your questions, share your suggestions or let you know what other organisations or services may be available that may be able to help you.

If you are dissatisfied with any aspect of care and treatment, we are committed to:

- Working with you to understand your concerns and resolving them quickly and to your satisfaction wherever possible
- Where a mistake has been made, acknowledging and apologising for this
- Providing you with an explanation of what went wrong and what we have learned from your experiences so that this does not happen again

If you feel comfortable to do so, we would encourage you to speak to a member of staff who is involved in your care or ask to speak to the team or ward manager. If they are unable to resolve your concern or you do not wish to discuss the matter with them, you can contact the Patient Advice & Complaints Department.

Who can make a complaint?

- Anyone receiving services or a carer/relative of someone receiving services from us
- Alternatively, if you are unable to complain yourself then someone else, usually a friend or relative can make a complaint for you but we will ask you for your consent.

How long do I have to make a complaint?

You must make your complaint within 12 months of the event that you want to complain about or within 12 months of you realising you have reason to complain. The Trust will consider investigating a complaint outside this timescale if there is good reason.

What happens if my complaint is about other organisations too?

If your complaint involves another part of the NHS, or another organisation, we will work with them to provide you with a response. However we cannot investigate other organisations.

Independent support in making a complaint about the NHS

Free, independent advocacy support to people who choose to pursue a formal complaint against the NHS. This support is available dependent on where you live:

Bradford & Airedale

contact Bradford Independent Complaints Advocacy Team [ICAT] on 01274 750784

Craven

contact Cloverleaf on 0300 012 4212

Personal information

Your name: _____

Your address and postcode: _____

Phone number: _____

Email address: _____

Date of birth: _____

How would you like us to contact you?

Telephone Letter Email No response required

If you are contacting us on behalf of somebody else please complete the section below.

Their name: _____

Their address and postcode: _____

Their phone number: _____

Email address: _____

Their date of birth: _____

Are they aware you are acting on their behalf?

Yes No

This is a:

Compliment Comment Concern/Complaint

What service would you like to tell us about: _____

Location of service: _____

What would you like to tell us? _____

Signature: _____ Date: _____