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**Did you know?**

**What you need to know about complaints and concerns:**

**Q. How am I expected to respond to a complaint?**

It is important that we receive feedback, both good and bad, about our services so we can continually improve. All complaints and concerns are welcomed, and by taking a few minutes to provide a helpful response gives the patient or carer a positive experience which can often avoid the matter being escalated to a formal complaint.

**Q. What should I do if someone approaches me with a concern or complaint?**

If you are able to resolve the issue yourself then do so, if not it should be escalated to the senior person on duty within your area. Keeping the patient or carer informed of actions being taken is also important. No communication or documentation of the complaint should be recorded in the patient’s clinical notes.

**Q. What should I do if I don’t know how to respond to the complaint?**

You should escalate the issue to the relevant manager/matron or to the Patient Partnership team. The Patient Partnership team can be contacted during working hours on ext 12400 or by emailing [PST@sth.nhs.uk](mailto:PST@sth.nhs.uk). Out of working hours you can leave voice messages or emails and these will be responded to the next working day.

**Q. Do you know what the last complaint on the ward/dept was about?**

The last complaint on………………………….. ward was……………………………………..

**Q. How has the care patients receive changed in response to complaints?**

The last change in practise on ………………… ward was……………………………………

**Q. How is feedback from issues relating to complaints fed back to me?**

Feedback on…………………….ward is given by……………………………………..

**Q. What support is available to help me if the patient requires more information about the complaints procedure?**

Refer to the ‘Tell Us What You Think’ comment card leaflets, intranet site (under Patient Partnership), Trust website or contact the Patient Service Team (Monday – Friday 9am - 5pm) by:

* Telephone on 0114 271 2400
* Via email on [PST@sth.nhs.uk](mailto:PST@sth.nhs.uk)
* In person in the Patient Partnership Department on B Floor, RHH and the Huntsman main entrance on C Floor, NGH.

An extensive complaints training package is available for staff through PALMS.