

You can contact your Patient Experience Team by:

Telephone:

Our Freephone service is available Monday to Friday. If the line is busy, please leave a message and we will call you back as soon as possible

Freephone: 0800 783 5774

Fax: 01325 743 232

Write to:

Patient Experience Team
Appleton House
Lanchester Road Hospital Site
Durham
DH1 5XZ

Email: cdda-tr.patientexperiencecddft@nhs.net

We can also offer a face to face meeting if you feel that this is more appropriate.

North East NHS Independent

Complaints Advocacy (ICA) is an

independent organisation able to provide support and advice to anyone who wishes to make a complaint about their NHS treatment.

ICA can be contacted by telephoning:

0808 802 3000

Patient Experience Team

Appleton House

Lanchester Road Hospital Site

Durham

DH1 5XZ

If you would like this document in another language or format, please let us know.

Polish Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w inn formie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z

Cantonese 本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要協助，請與我們聯絡。

Bengali যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেট প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Punjabi ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਸੀਂ ਇੱਕ ਸਮਝਾਉਣ ਵਾਲੇ ਦੀ ਸਹਾਇਤਾ ਚਾਹੀਦੇ ਹੋ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

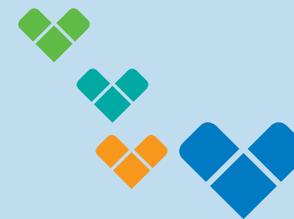
Urdu آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

Gujarati જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં ખોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સે ખોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાધો.

Author: Patient Experience Team

Website: www.cddft.nhs.uk

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County Durham
and Darlington
NHS Foundation Trust

Patient Experience Team

We're here to help

Compliments
Concerns
Comments
Complaints

Our Commitment to you

County Durham and Darlington NHS Foundation Trust is committed to providing high quality services, but we are always looking to improve and are aware that sometimes we do not always get things right. We welcome patient feedback such as compliments, comments, concerns, and complaints as these can be used to help us improve our services.

If you wish to share your positive views with us, please contact us via our email or postal address. Positive feedback is greatly appreciated and will be shared with staff in service areas.

If you are unhappy with the care or treatment you or someone else is receiving, please tell a member of staff straight away as this will allow staff to discuss your issue and resolve this locally if possible. Don't wait until the treatment is over. Raising a concern will not affect your future care or treatment in anyway.

If you do not wish to raise the issue with the staff, you can contact the Patient Experience Team to discuss your concerns or raise the issue as a complaint. We would encourage you to let us know as soon as possible if you are experiencing problems as we can work together to put things right.

Informal concerns

- We will support patients, carers and relatives when raising a concern about services we provide.
- We will work in partnership with the professionals involved to aid a quick resolution.

Complaints

A complaint can be made by a patient, or by someone acting on their behalf, with their consent.

Complaints should normally be made within 12 months of the event, or of you becoming aware that you have something to complain about.

The first stage of the NHS complaints procedure is 'local resolution'.

If you wish to make a complaint.

Please write to:

Patient Experience Team, at the address on the back of this leaflet. Your complaint will be treated in strict confidence and we will:

- Acknowledge your letter in writing within three working days
- Agree a timescale and action plan to investigate your concerns
- Thoroughly investigate any concerns you raise
- Give you a detailed response within the timescales agreed with you
- Keep you informed if the investigation takes longer than expected
- Take action to put things right where possible.

If you are not satisfied with the Trusts' response, you should contact the Patient Experience Team by telephone or in writing in the first instance to discuss the options for pursuing your complaint.

We will be happy to discuss your outstanding concerns with you and if you wish, a meeting could be arranged with the service manager to try to resolve your complaint.

If you are still dissatisfied, you can refer your complaint to the **Health Service Ombudsman** to review your outstanding issues.

Contact details as follows:

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW10 4QP

Telephone helpline:

0345 015 4033

Email:

phso.enquiries@ombudsman.org.uk