

Get in touch

Farnham Hospital and Centre for Health,
Hale Road
Farnham
Surrey GU9 9QL

t: 0300 303 9509

e: customerservices@virginicare.co.uk

If you remain unhappy with our final response, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman.

The Ombudsman will consider your case if it has been investigated thoroughly by the service provider. You should do this within 12 months of your complaint. Contact details are:

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

t: 0345 015 4033 **w:** www.ombudsman.org.uk

If you need help making your complaint you may find the NHS Complaints Advocacy Service helpful or your local Healthwatch, who are a consumer champion for health and social care.

They can help you at any point during the complaints process by:

- Helping you with your complaint
- Providing a self-help pack
- Meeting with you
- Putting you in touch with other people who can help
- Involving an interpreter or arranging translation

There are a number of organisations nationwide offering complaints advocacy.

If your complaint is related to social care services you can contact the Local Government Ombudsman at:

t: 0300 061 0614

w: <http://www.lgo.org.uk>

Your records

We may need to look at your records to carry out any investigation and if you are making a complaint on behalf of someone, we may need to gain consent from them to do this.

If you would like to know more about how to access your data, please visit the information governance section at **www.virginicare.co.uk** or write to our Information Governance Team at:

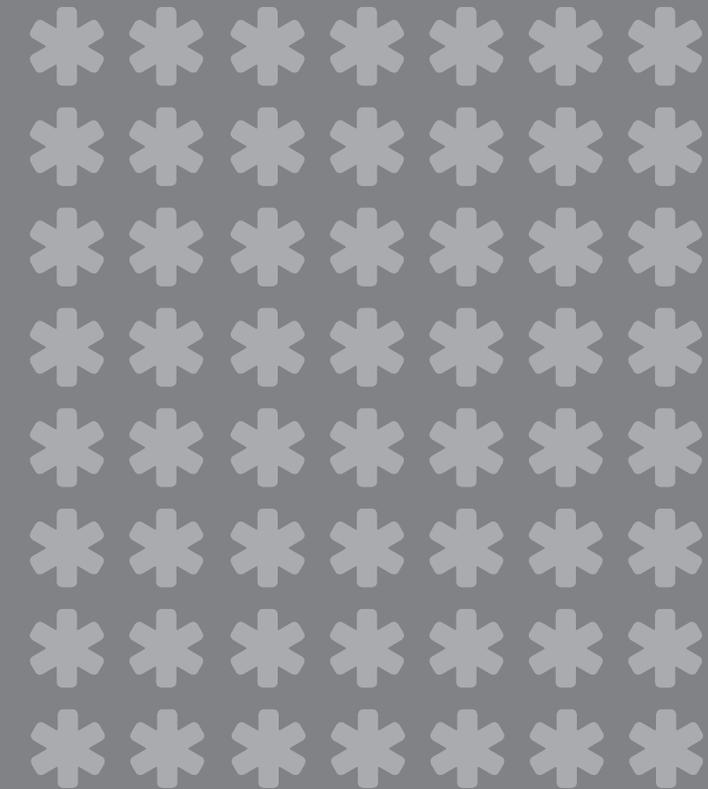
Information Governance Team
Virgin Care Limited
6600 Daresbury Park
Warrington
Cheshire WA4 4GE

Please let us know if you would like this leaflet in a different format or language by calling us on **0300 303 9509** or by writing to the address on the back of this leaflet.

Service information guide

Customer Experience

Here to help



Hello. Here's a short guide to help you comment, compliment or complain about your treatment or service. We are always looking for ways to improve the service and your feedback is an important part of making things better.

We're always happy to hear that you've been pleased with one of our team or your care or treatment, and we always welcome comments on your experience too. You can speak to the team providing your care and they will pass this feedback on.

The Customer Experience Team can give you informal advice if you have a concern or query, or help you make a formal complaint. You can contact us using the details in the Get in Touch section on the back of this leaflet.

What if I have a complaint?

Initially you should try to speak to a member of the team caring for you. In most cases it will be possible for them to sort out the problem straight away. However, if you prefer to talk to someone not involved in your care, you can raise the issue confidentially with the Customer Experience Team.

Please let us know about your concerns as soon as possible, ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If this is not possible you should let us have the details of your complaint no more than 12 months after the concern.

In East Staffordshire and in Bath and North East Somerset, we oversee services provided by other organisations and you can raise concerns or complaints about these services with the provider or with us.

If your concern relates to a primary care service and you would prefer your concerns to be investigated independently of our organisation, you do have the choice to refer your concerns to:

NHS England
PO Box 16738
Redditch B97 9PT

t: 0300 311 22 33
e: england.contactus@nhs.net

For the attention of the complaints team in the subject line.

What happens when I make a complaint?

The Customer Experience Team will acknowledge receipt of your complaint within three working days at which time you will be advised of the timescale to complete any necessary investigation.

We aim to respond to formal complaints within 30 working days. However, some concerns may take longer to investigate, particularly if a number of issues are involved.

Will it affect my care?

Raising a complaint will not adversely affect your care or treatment in any way.

What do you need to know?

We take all complaints seriously and aim to learn from patients' experience to improve the quality of our services.

It is important for us to understand exactly what it is you are unhappy with, and what you would like to happen as a result, so that we can try to deal with the issue as quickly as we can. When making your complaint, please give us as much detail as possible.

What if I am not satisfied with the response?

You can ask us to clarify points or provide more information. We can arrange a meeting to discuss your ongoing concerns.