

## What If you are still unhappy?

If you are unsatisfied with our response to your complaint please let us know why and we will do our best to resolve any outstanding issues.

If you remain unhappy and feel your concerns have not been addressed by the Trust, you may request an independent review of your complaint by the relevant Health Service Ombudsman, who can be contacted at:

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

**Telephone:** 0345 015 4033

**Email:** [Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Local Government and Social Care  
Ombudsman

**Telephone:** 0300 061 0614

**Website:** [www.lgo.co.uk](http://www.lgo.co.uk)

The Ombudsmen are completely independent of both the NHS and the government. The Ombudsman will generally only consider your complaint once you have completed the Trust's Complaints procedure and received your final response.

If the Ombudsman is of the opinion that the Trust can do more to resolve your complaint, they will refer your complaint back to the Trust.

## NHS Complaints Advocacy

NHS Complaints Advocacy Services' are independent of the Trust and provides free, confidential support to people wishing to raise concerns or complain about their care services. They will contact you and liaise with the hospital on your behalf. They can be contacted on:

Total Voice Cambridgeshire and  
Peterborough

**Telephone:** 0300 222 5704

**Textphone:** 07860 018481

**Email:** [tvcp@voiceability.org](mailto:tvcp@voiceability.org)

**Website:** [www.totalvoicecp.org](http://www.totalvoicecp.org)

### Out-of-hours service for CPFT service users

Please call **NHS 111** for health advice and support. Please select **option 2** if you are experiencing a mental health crisis. You will be put through to a member of CPFT's First Response Service

*Leaflet review date: July 2020*

If you require this information in another format such as braille, large print or another language, please let us know.



CPFT supports the **HeadtoToe Charity** – visit [www.HeadToToeCharity.org](http://www.HeadToToeCharity.org) for details on how you can help

HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF  
T 01223 219400 F 01480 398501 [www.cpkt.nhs.uk](http://www.cpkt.nhs.uk)



A member of Cambridge University Health Partners

Cambridgeshire and  
Peterborough  
NHS Foundation Trust

# If you have a complaint



Pride in our care

A member of Cambridge University Health Partners

Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) aims to provide excellent care and meet the needs of patients, visitors and all service users. We welcome all feedback, including Concerns, Complaints and Compliments so that we know what works and what improvements need to be made.

### **If you have concerns**

If you have concerns about the care or treatment being provided to yourself, a relative or a friend, please speak with the appropriate team. A senior member of staff should assist you in resolving your issues.

Please be reassured that raising a concern or making a complaint will not affect your care or treatment now or in the future in any way ; complaints are confidential.

### **Patient Advice and Liaison Services (PALS)**

If you were unable to resolve your issues by speaking to a member of staff please feel free to contact the PALS who will be able to Provide confidential advice and guidance.

They can be contacted either by calling 0800 376 0775, via email: [pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk), or in writing to:

Patient Advice and Liaison Service  
Elizabeth House  
Fulbourn  
Cambridge  
CB21 5EF

### **Making a formal complaint**

If you wish to make a formal complaint it is best to do so as soon possible and within 12 months of realising you have cause to complain.

Please put your complaint in writing either via email to [complaints@cpft.nhs.uk](mailto:complaints@cpft.nhs.uk) or by post to:

Complaints Team  
Cambridgeshire and Peterborough NHS Foundation Trust  
Elizabeth House  
Fulbourn  
Cambridge  
CB21 5EF

In your complaint, please provide as much detail as possible as to what your concerns are. This should include your full name, address, date of birth and contact information when making your complaint.

### **Consent**

If you are making a complaint on behalf of someone else, the Complaints Team will write to the patient requesting they complete and sign a consent form to authorise the Trust to disclose information to the complainant.

If the patient is unable to consent, the Complaints Team in conjunction with the Caldecott Guardian will offer guidance.

### **What happens next?**

The Complaints Team will acknowledge your complaint within three working days of receipt.

Following this a full investigation into your complaint will be commenced by an appointed Investigating Manager, who will contact you to discuss the issues you raised in more detail.

We will aim to provide you with a formal response within 30 working days; which will be sent from our Chief Executive, or nominated Deputy.

If there are likely to be any delays with our investigation, we will contact you as soon as possible to explain why.

If you have any questions or wish to speak to someone, please contact our Complaints Team who will provide assistance.