

# **HACKNEY'S COMPLAINTS CHARTER FOR HEALTH AND SOCIAL CARE**

## **THE FOLLOWING BODIES:**

**Homerton University Hospital, London Borough of Hackney, City and Hackney Clinical Commissioning Group and the East London Foundation Trust**

## **ARE COMMITTED TO:**

- **MAKING HEALTH AND SOCIAL CARE IN HACKNEY BETTER FOR EVERYONE**
- **VALUING YOUR COMMENTS, SUGGESTIONS AND COMPLAINTS**
- **ENSURING ALL COMPLAINTS ARE THOROUGHLY AND QUICKLY INVESTIGATED AND RESULT IN ENDURING SERVICE IMPROVEMENTS**
- **TREATING YOU WITH COURTESY, RESPECT AND SENSITIVITY AT ALL TIMES**

**VoiceAbility will support and advocate for people with complaints and promote the delivery of this Charter by the bodies listed above**

**Healthwatch Hackney will promote delivery of this Charter by the bodies listed above, monitor their compliance and propose service improvements**

## **WHEN YOU ARE DISSATISFIED WITH HEALTH OR SOCIAL CARE SERVICES**

- Tell us as soon as possible if you are unhappy with our services so we can investigate your concerns and quickly put things right for you
- Tell us if you have any particular needs that we should be aware of, e.g. an interpreter or other ways of ensuring effective communication with you

## **OUR COMMITMENT TO YOU - WE WILL**

- Acknowledge your complaint within three working days and explain how we will handle your complaint/s and what information we need
- Give you the name and contact details of the person who will investigate your complaint
- Keep you regularly updated on our progress during the investigation of your complaint
- Ensure that making a complaint will not adversely affect your ongoing or future treatment

### **WE WILL FOLLOW AN OPEN AND FAIR PROCESS BY**

- Listening to you carefully and fully understanding your complaint
- Requesting all the information we need from you
- Explaining how we will investigate all of your specific concerns
- Being open and honest with you throughout the investigation, i.e. by ensuring the Duty of Candour is fully complied with at each stage
- Sharing evidence and facts with you throughout the process of investigation
- Ensuring that VoiceAbility or other appropriate advocates are able to support you during any complaints investigation
- Explaining our decisions and recommendations, and how we have reached them
- Carefully evaluating all the information we've gathered to make an decision on your complaint, and explaining how to obtain an independent review of your complaint if you are dissatisfied with our findings.

### **WE WILL GIVE YOU AN EXCELLENT SERVICE BY**

- Treating you with courtesy and respect
- Aiming to give you a final decision on your complaint within 35 days working days – or explain the reason for any delay
- Making sure our service is easily accessible to you and giving you support and help if you need it
- Ensuring the information you give us is held securely and confidentially

### **USE YOUR COMPLAINT TO IMPROVE SERVICE BY**

- Listening to your feedback and using it to improve our services
- Apologising if we have made mistakes and aiming to quickly put things right whenever possible
- Sharing with you what we have learned from investigating your complaint and telling you how we have worked to improve services
- With your consent, sharing what we have learnt from your complaint

with other hospitals, local authorities and commissioners

**WHAT YOU CAN EXPECT FROM THE ORGANISATION YOU HAVE COMPLAINTS ABOUT**

- Giving you a clear final answer to your complaint
- Addressing your complaint as quickly and effectively as possible
- Giving you any information you ask for relevant to your complaint within a reasonable amount of time
- Showing you how we have acted on all recommendations resulting from your complaint

**Health Service and Local Government Ombudsmen can make final decisions on complaints that haven't been resolved locally by the NHS or the local authority:**

- Health Service Ombudsman: Tel: 0345 015 4033.  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- Local Government Ombudsman: Tel: 0300 061 0614  
[www.lgo.org.uk/forms/ShowForm.asp?fm\\_fid=62](http://www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62)

**ACCESS FOR EVERYBODY**

Please let us know if you would like our Charter in a different languages or formats, e.g. Easyread, or large print.

**TELL US WHAT WENT WELL**

We want to know what went well for you so that services can be improved by learning from your positive experiences.

**CONTACT:**

You can get a detailed description of what happens at each step in the complaints process from the following websites:

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