Learning from Experience

Compliments and Suggestions

Compliments • Concerns • Complaints • Suggestions
The 2009 Local Authority Social Services and National Health Service Complaints (England) Regulations

Listening, Responding, and Improving
‘Taking a more active approach to asking for people’s views’
‘Dealing with complaints more effectively’ and
‘Using the information received to learn and improve’

Compliments/Suggestions
Please let us know if you are pleased with your care and treatment or have suggestions to make. This will allow us to develop good practice and improve the quality of care.

Complaints
Unfortunately, there may be times when you are not happy with your care and treatment. The Trust would like to know when things go wrong so we can put it right. We also need to learn from experience to improve our services to other people.

How to go about it
Local resolution involves staff resolving your complaint ‘on the spot’ or within two working days by those close to the root of your concerns. Talk to someone involved in the direct provision of care and they will try to help you.

What to do if you are unhappy with this or do not wish to talk to someone
You can make a formal complaint by:

- Writing to the Chief Executive,
- Telephoning the complaints office or by
- E-mailing the Trust
**Complaints Process**

The Chief Executive will acknowledge your complaint within three working days and offer you the opportunity to meet or talk to a Senior Manager.

The consultation will give you the chance to discuss your concerns and to help develop an action plan that will identify how your concerns will be investigated and a timetable for completion.

**Independent support**

Sometimes individuals would like to have support in raising their concerns and this can be obtained by contacting:

- Patients Advice Liaison Service (PALS)
- The Independent Complaints Advocacy Service (ICAS)
- Mental Health Advocacy Service

**What happens on completion of the investigation**

On completion of the investigation the Chief Executive will write to you in response to the concerns you have raised.

**If you are dissatisfied with the response made**

The Trust will undertake to look again at your concerns but if you continue to be unhappy you can take your case to the Health Service Ombudsman for England.
CONTACT DETAILS

Chief Executive
Berkshire Healthcare NHS Foundation Trust
2nd & 3rd Floors Fitzwilliam House
Skimped Hill Lane
Bracknell
Berkshire
RG12 1BQ

BHCT Complaints Office
Tel: 01344 415835
Fax: 01344 415627
E-mail: bhct.complaints@berkshire.nhs.uk

Patient Advice Liaison Service (PALS)
Tel: 0118 960 5027

The Independent Complaints Advocacy Service (ICAS)
Tel: 01296 968 170 (Aylesbury Office)

Berkshire Mental Health Advocacy and
Independent Mental Health Advocacy (IMHA)
Tel: 0118 975 4517

Health Service Ombudsman for England
Millbank Tower
Milbank
London
SW1P 4QP
Tel: 0845 015 4033 for the helpline

www.berkshirehealthcare.nhs.uk

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