

If you are Dissatisfied with the Outcome:

Your complaint and the first investigation report will be forwarded to the company Complaints Director.

If you remain dissatisfied you have the right to approach the Ombudsman. The contact details are:

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

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

The Company Complaints Director is:

Debbi Forsythe, Director of Workforce Development at the address overleaf.

FIRST CONTACT CLINICAL

Complaints Guidance

*Adapted from the First Contact Clinical
Complaints Policy in consultation with Service
Users and Peer Mentors*



Complaints Form

We welcome your feedback

First Contact Clinical is a learning organisation and we welcome all kinds of feedback whether positive or negative.

If you have a concern to raise or complaint to make most can be sorted out quickly and easily. This can often be at the time they arise with the person involved and this may be the approach you try first. You can also request support from another member of staff if preferred.

Where you are not able to resolve your concern in this way and wish to make a formal complaint you should do so, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. You can do this by telephone, email or letter.

All complaints must be received within 12 months of the incident.

If you are a registered service user you can complain about your own care. You are also able to complain about someone else's treatment with their written authority, for more information about this please telephone the service.

Send your written complaint to:

Jen Green
Office Manager
First Contact Clinical
South Shields Business Works
Henry Robson Way
Station Road
South Shields
Tyne & Wear
NE33 1RF

Or telephone: 0191 427 4685

Or email: enquiries@firstcontactclinical.co.uk

What we do next

We look to settle complaints as soon as possible, this involves:

- Acknowledging the complaint within 7 working days.
- We will look into the matter within 10 working days.
- You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.
- If the matter is likely to take longer than this we will let you know, and keep you informed along the way.
- When the investigations are complete your complaint will be determined and a final response sent to you.
- Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply.
- We may need your consent to do this.
- The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the service user involved, we will require the written consent of the service user to confirm that they are unhappy with their treatment and that we can deal with someone else about it. We will request this on your behalf.

Where the service user is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your complaint.