

Making a Complaint

If you are unhappy with the treatment or service you have received from IC24, you are entitled to make a complaint. Feedback helps us to improve the quality of our service so please let us know what happened so that we might try and put it right or to explain what happened and why.

Who can complain?

- A patient
- A relative, carer or any persons who are affected or likely to be affected by the action, omission or decision of IC24 (with the consent of the patient and/or appropriate documentation providing proof they are able to act on the patient's behalf)
- A complaint can be made by a representative where the patient: has died, is a child; is unable to make the complaint themselves due to a physical or mental incapacity (within the meaning of the Mental Capacity Act 2005); or has requested a representative to act on their behalf (as long as consent is provided from the patient). This includes a Member of Parliament or other NHS bodies such as the Clinical Commissioning Groups (CCG) or NHS England.

When should you complain?

- As soon as possible, while memories are still fresh
- Usually, IC24 will only deal with complaints made within 12 months of the event, or within 12 months of you establishing that you had something to complain about. There is discretion to extend this time limit where it would be unreasonable in the circumstances of a particular case for the complaint to have been made earlier and where it is still possible to investigate the facts of the case.

The leading social enterprise providing high quality integrated urgent care

Integrated Care 24,
Kingston House, The Long Barrow, Orbital Park,
Willesborough, Ashford, Kent, TN24 0GP

01233 505450 | www.ic24.org.uk | info@ic24.nhs.uk | Company Registration Number: 3193182

Integrated Care 24 and its logo are registered trademarks in the UK



How do you make a complaint?

- You can make a complaint, in person, directly to a member of staff.
- You can make a complaint by telephone directly to the quality, safety and governance team by calling 01233 505450, and if you are unable, we will write down your complaint and any questions you would like to ask and send you a copy by it.
- You can email your complaint to complaints.ic24@nhs.net
- You can send a letter to:

Quality, Safety and Governance Team
Integrated Care 24
Kingston House
The Long Barrow
Orbital Park
Ashford, Kent
TN24 0GP

What information do we require for us to investigate a complaint?

- Your full name, address, email address (if you have one) and a daytime telephone number.
- Your preferred method of communication.
- The full name, address, date of birth and telephone number of the patient if it is someone other than yourself.
- We will need to ensure we have appropriate consent for us to investigate the complaint and send to those involved in the investigation on a need to know basis. Please be aware that sometimes we may need to share your complaint and the clinical details with other NHS organisations so as to be able to obtain a full response, and also to allow the NHS bodies (CCGs) that oversee our service to monitor our quality and complaints.
- Details of what happened (with dates and times if possible) and any questions you would like answered. We can help you do this if you are unable to do so.
- What outcome you would like as a result of raising your complaint.

How we will handle your complaint

- We will contact you within three working days of receiving your complaint to agree how your complaint will be investigated and obtain consent (if applicable).
- We will provide you with a copy of this leaflet explaining the process for making a complaint.

- We will investigate your complaint as quickly and effectively as possible and your complaint will be passed by the quality, safety and governance team to the relevant manager for investigation.
- We will keep you informed about the progress of the investigation.
- We aim to provide you with a full written response or the communication method of your choice (for example a meeting, telephone call) within 25 working days from the date that we receive consent. If we anticipate a delay in responding, we will discuss this with you, the reason for the delay and negotiate a revised timescale.
- When the investigation is completed, we will contact you (usually via a written response) to let you know the outcome and tell you about any improvements that have already been made, or will be made, as a result of your complaint.

Our principles for complaint handling

When dealing with your complaint we will:

- make sure you are listened to and treated with courtesy and empathy at all times
- apologise for how we have made you feel
- promise that you are not disadvantaged as a result of making a complaint
- be unable to provide financial compensation
- ensure that your complaint is investigated promptly, honestly and openly
- acknowledge mistakes where they have happened and apologise for them
- use the feedback and lessons learned from complaints in our efforts to improve the care we provide.
- analyse the themes and trends of complaints and share with the clinical commissioning groups (CCGs) which will assist in improving our services. We may also share details of your complaint with the CCGs in confidence.

If you are dissatisfied with our response

We would very much like to resolve your complaint at this stage. If you are not happy with our response then please contact us and we will discuss with you what else we might be able to do to resolve your complaint. These options may include the following which is the decision of yourself:

- You can meet with us to try to reach a satisfactory outcome. We call this a Resolution Meeting. If you feel that it would benefit you to have someone to accompany you to such a meeting, and to put your views across/assist you in doing so, you can contact the NHS Complaints Advocacy Service. They are a completely impartial and an independent organisation. Their contact details are at the end of this leaflet.



- We would also be happy to prepare a further response or arrange for you to speak via the telephone with the investigator/manager to see if we might be able to resolve your concerns.

You also have the option of asking the Health Service Ombudsman to review your complaint. Contact details below.

Parliamentary and Health Service Ombudsman

Address: Millbank Tower, Millbank, London, SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Phone: 0345 015 4033

Useful Contacts

Advocacy Services:

Kent, Surrey, East Sussex (excluding Brighton and Hove) and Essex (excluding Thurrock and Southend)

The Advocacy People

www.theadvocacypeople.org.uk

Phone: 0330 4409000

Great Yarmouth and Waveney, Norfolk, West Sussex and Thurrock, Essex

PohWer

www.pohwer.net

Phone: 0300 456 2370

Southend, Essex

Healthwatch

www.healthwatchsouthend.co.uk

Phone: 01702 220104

Brighton and Hove, East Sussex

Impetus

www.bh-icas.org

Phone: 01273 229002

Care Quality Commission



SOCIAL ENTERPRISE GOLD MARK
ACCREDITED FOR BUSINESS EXCELLENCE



The Care Quality Commission is the independent regulator of health and adult social care in England. They make sure that the care people receive meets essential standards of quality and safety and encourage ongoing improvements by those who provide or commission care. Members of the public may contact the Care Quality Commission at any time in order to inform them of any concerns.

Address: Care Quality Commission, Finsbury Tower, 102-105 Bunhill Row, London, EC1Y 8TG

Website: www.cqc.org.uk

Email: enquiries@cqc.org.uk

Phone: 03000 616161

Healthwatch England

Healthwatch England is the independent 'consumer voice' for health and social care in England. Working with a network of 152 local Healthwatch, they ensure that the voices of consumers and those who use services reach the ears of the decision makers. They are unable to investigate individual complaints but they do monitor feedback and can also sign-post you to the appropriate organisation.

Website: www.healthwatch.co.uk

Email: enquiries@healthwatch.co.uk

Phone: 03000 683000