

**Useful Contacts:** The **Complaints Advocacy Service** supports people who wish to make a complaint about their NHS treatment or services. Please call VoiceAbility on **0300 330 5454** or email:

nhscomplaints@voiceability.org or write to:  
NHS Complaints Advocacy, VoiceAbility,  
Mount Pleasant House, Huntingdon,

The **Health Service Ombudsman** has published a booklet that describes the 'six principles for remedy' in relation to complaints handling and involves:

1. Getting it right
2. Being customer focused
3. Being open and accountable
4. Acting fairly and proportionately
5. Putting things right
6. Seeking continuous improvements

If you remain unhappy after everything has been done to try to resolve your complaint, you have the right to approach the Ombudsman.

**Tel: 0345 015 4033**

**Email:** phso.enquiries@ombudsman.org.uk

**Write:** Millbank Tower, Millbank, London  
SW1P 4QP.

**If you need help to raise your concerns please telephone 01604 651102 stating which language you speak and your telephone number. We can then access interpreting or translation services to assist you.**

Jeżeli potrzebujesz pomocy, zadzwoń pod 01604 651102, podaj swój numer telefonu i język w którym chciałbyś/chciałabyś rozmawiać. Umożliwi to nam zorganizowanie usług tłumacza.

Jei Jūs norite pareikšti susirūpinimą, kreipkitės telefonu 01604 651102, ir pasakykite, kokia kalba kalbate, ir nurodykite savo telefono numerį. Mes galėsime Jums surasti vertėją žodžiu arba raštu.

Dacă aveți nevoie de ajutor în a vă ridica îngrijorările vă rugăm să contactați 01604 651102 să specificați ce limbă vorbiți și numărul d-voastră de telefon. Noi putem accesa serviciile de interpretate sau traducere pt. a vă putea asista.

Duyduğunuz kaygıları, derdinizi ya da çözüm bulunmasını istediğiniz sorununuzu anlatmak için yardıma ihtiyacınız varsa, 01604 651102 numaraya telefon edip konuştuğunuz dili ve telefon numaranızı bize bildirin. Daha sonra çevirmenimiz telefonla geri arayıp size yardımcı olacaktır.

Haddii aad u baahantahay caawimaad oo ku khusseeyo aad jeedineysid fadlan la xiriir 01604 651102 adoo sheegaayo luqada aad ku hadashi iyo lambarka telefoonkaaga. Kaddib waxaan kuu sameyn karnaa inaad hesho adeeg tarjumid mid af ah ama qoraal si ay kuu caawiyaan.

Если Вам нужно помощь поднять Ваши заботы, то звоните по номеру 01604 651102, говорите какой у Вас родной язык, и оставьте Ваш номер телефона. Мы тогда можем Вам помочь переводными услугами (устными или нными).

**NHS**

**Nene Clinical Commissioning Group**



Your Voice is Important  
Compliments - Comments  
Concerns - Complaints  
Please contact us



**01604 651102**



Northants.complaints@nhs.net

Complaints  
Nene CCG  
Francis Crick House  
Moulton Park  
NN3 6BF

## **This leaflet explains how to contact NHS Nene Clinical Commissioning Group for advice on our services and how to raise a complaint or concern.**

Our services include local healthcare policies and funding decisions as well as a range of health care services we commission.

### **Your Rights**

You have the right to raise concerns or complain about health services. Making a complaint will not put your care at risk or adversely affect the way a person is treated. All concerns and complaints are dealt with in the strictest confidence. The Greater East Midlands Commissioning Support Unit handles complaints on behalf of Nene CCG. If you would like to know more about this please contact **01604 651102**

### **Making a complaint or raising a concern**

**Who?** Anyone who receives, or has received NHS services or any person who is likely to be affected by decisions in relation to their NHS healthcare. If

**How?** In writing, verbally or electronically including a contact telephone number if possible.

**When?** As soon as possible but no longer than 12 months after the event or 12 months from when you realised you had cause to complain. This time limit is flexible if there is good reason why this could not happen.

**Where?** Every NHS organisation follows the NHS complaints procedure. You should approach the provider of your healthcare with your complaint as in some cases it will be possible to sort things out quickly. You can also contact Nene Clinical Group directly on **01604 651102**

### **What happens next?**

We will do our very best to work with you to resolve the problem if we can. If this is not possible, we will acknowledge your complaint in three working days, giving you the opportunity to discuss with us how your concerns can be handled. This may involve requesting your consent to forward the matter to the relevant organisation to investigate. The organisation will share the outcome of the investigation with you along with any learning outcomes.

**We will not discriminate on the grounds of gender, age, disability, race, beliefs or sexual orientation. We will treat you with respect and dignity**

### **Healthwatch**

For information and to give feedback on local health and social care services please contact Healthwatch on **01604 893636** or email: [enquires@northamptonshirehealthwatch.co.uk](mailto:enquires@northamptonshirehealthwatch.co.uk)

### **NHS England**

If you need advice or wish to make a complaint about Primary Care Services (GP, Dentists, Pharmacy and Opticians) please contact **0300 311 2233** or email

**If you need this information in another format such as large print or audio, please contact us on 01604 651102**