

The Clatterbridge Cancer Centre is committed to delivering the best possible service and care to patients, their families, carers and visitors. However, we realise that we may not always get things right. On these occasions, we welcome your comments as they will help us improve the service we provide.

Q. If I raise a concern or make a complaint will this affect my future care?

A. No, the Trust welcomes feedback from patients. No details or correspondence of any complaint will be placed on your health records, complaint files are stored away from clinical files. The Trust will take seriously and deal firmly with any member of staff who discriminates against a patient who has made a complaint.

Q. Do I have to put my complaint in writing?

A. No, you can telephone the Clinical Governance Support Team on **0151 556 5203** or ask a member of staff to contact them for you, email ccf-tr.pals@nhs.net or speak to a member of staff who will try to resolve your complaint.

You may prefer to speak to someone who doesn't work at the hospital, contact Merseyside & Cheshire Healthwatch Advocacy on **freephone 0808 801 0389**.

If you prefer to put your complaint in writing you should write to the Chief Executive of the Trust, the address can be found on the back page of this leaflet. The Chief Executive will then ask the Clinical Governance Support Team to carry out an investigation into your complaint.

Q. What happens next?

A. We will acknowledge your complaint in writing within three working days. We will contact you personally to discuss and agree how your complaint will be handled. We will investigate your concerns thoroughly and fairly and contact you when our investigations are completed.

If you have requested a written response this will be sent in accordance with the agreed action plan and timeframe. If we cannot reply to you within the agreed timeframe we will keep you informed on our progress and the reasons for the delay. We will apologise where necessary and tell you how we have improved the service to prevent the same thing happening in the future.

Q. Is there a timeframe in which I have to make the Trust aware of my complaint?

A. NHS guidelines recommend that in order for a full investigation to take place the incident / concern must have taken place within the 12 months of being brought to the Trust's attention. However, if there is a genuine reason for the delay, the Chief Executive will use their discretion.

Q. What if I am not satisfied with the final response from the Chief Executive?

A. You should contact the Patient Experience Manager on **0151 556 5203** explaining the reasons why you are not satisfied with the Trust's response. We will then investigate further or suggest a meeting to try and resolve any outstanding issues.

Should you remain unhappy you can request the Parliamentary Ombudsman to investigate your complaint, this request should be made within six months of receipt of the Trust's response.

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

Email: phso.enquiries@ombudsman.org.uk

Tel: 0345 015 4033

