

## Confidentiality

If you complain about the care of another person, the Trust cannot give you confidential information without their consent. This is to protect their right to confidentiality.

If they are unable to give consent, the health professionals concerned decide about the use of information. If the person in question has passed away, confidential information about their care can normally be given to the next of kin/executor.

If you are a parent complaining about the care of a child, the Trust is not allowed to disclose confidential information about somebody aged 16-17 without the young person's consent. This may also apply to children under the age of 16. The Trust may have to approach the young person/child for their consent.

These can be difficult and sensitive issues. If you have any queries or wish to discuss this further, please contact the Complaints Manager on 01452 891138.

## Who else can help?

**GUIDE & PALS** offers individual support to anyone using Community, Mental Health and Learning Disability services in Gloucestershire. They can act on your behalf to resolve any difficulties as quickly as possible and can guide you towards other services too.

**Independent Complaints Advocacy Service (ICAS)** a free and independent service which can offer help and support to anybody making a complaint about an NHS service.

## Useful contacts

Complaints Manager  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
Gloucester  
GL1 1LY  
Tel: 01452 891138  
[www.2gether.nhs.uk](http://www.2gether.nhs.uk)

GUIDE and PALS  
Freepost RRCB-YUZT-BUTS  
Gloucester  
GL1 2TG

Tel: 0800 0151 548  
[www.guide-information.org.uk](http://www.guide-information.org.uk)

ICAS  
South of England Advocacy Project  
Unit 3, Willowside Park  
Canal Road  
Trowbridge  
Wiltshire  
BA14 8RH  
Tel: 0845 120 3782  
[www.seap.org.uk/icas](http://www.seap.org.uk/icas)



# Comment, Concern, Complaint, Compliment?

Your views and suggestions are important. They help us to improve the services we provide.

We would like you to tell us about your experiences so that we continue to make life better for our service users, families and carers.

### Compliments

Everyone likes to receive praise and we hope you will tell us when you receive a good service from us.

We always make sure these comments are passed on to the members of staff who are praised and to the Trust Board.

### Complaints

We understand that making a complaint can be difficult but if you are unhappy about any aspect of the service please talk to us.

We are committed to resolving all complaints we receive. Please be assured that we never take away a service because you have made a complaint. The quality of the service you receive will not be affected.

You can make a complaint if you:

- use or are entitled to support from the Trust's services
- are a relative/carer/friend of a service user and have their written consent
- are affected by the Trust

You can give us feedback about our services by:

- telling our staff directly
- contacting GUiDE & PALS (Patient Advice and Liaison Service)
- completing the attached form
- writing to the appropriate manager or the Chief Executive

### How long do I have to make a complaint?

Your complaint should be made within:

- 12 months of the incident
- 12 months of you realising you have something to complain about

If your concerns are outside these time limits, you can contact the Complaints Manager to discuss if they can still be investigated.

You can contact the Complaints Manager using the contact details on the back of this leaflet.

If you wish to make a complaint, we suggest that you firstly discuss your concerns with a member of staff. If they cannot resolve your concern, you can:

- complete the attached form
- write to:  
Chief Executive  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
Gloucester  
GL1 1LY

In addition, you can also talk to our Complaints Manager.

We understand you will want matters put right quickly and we try to achieve this for you. However if your concern is complicated, it may take a little longer for us to resolve.

We always talk to you about the best way to resolve your complaint and let you know who is acting on your behalf.

### What happens after I have made a complaint?

Once we have considered your complaint we will send you a report. This explains how your complaint has been looked into and what conclusions we've reached. The Chief Executive will also write to you.

If you are not satisfied with the Trust's response to your complaint, please tell us and we will seek to clarify your concerns. A meeting with appropriate staff members may also be helpful.

### Who else can I talk to if I am still not happy?

We hope that we can resolve matters for you but if you are still unhappy, you can talk to the Health Service Ombudsman by writing to:

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

Complaints Helpline 0345 015 4033  
(Mon-Fri 8.30am-5.30pm)  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### Remember

We never take away services or treat you differently because you have made a complaint.