

## What can I expect?

We aim to provide the highest standard of care to all our patients and we are sorry if you have not been totally satisfied with the service we have provided.

We hope that we will be able to resolve your concerns and we value the information you have given us as this helps us to improve our services.

## Who will deal with my complaint?

One of the experienced staff from our Complaints Department will commence an investigation into your complaint and may telephone you to discuss this with you. You can also contact us at any time during the process and we will aim to keep you informed of our progress.

Helpful telephone numbers:

Complaints Manager  
(for both Ashford and St. Peter's Hospitals)  
Tel: 01784 884216

Complaints Officer  
(for both Ashford and St. Peter's Hospitals)  
Tel: 01784 884215

Email Address: [complaints@asph.nhs.uk](mailto:complaints@asph.nhs.uk)

Trust Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

## How will my complaint be handled?

We will aim to fully involve you in how we will work to resolve your concerns and often it will be helpful for us to contact you to discuss how we will do this.

To investigate your complaint we will discuss your concerns with senior clinicians and managers responsible for the service and ask them to suggest actions to prevent the same thing happening again. We will also seek information from the staff involved.

If your complaint is complex, we are happy to arrange a meeting with you. This is often a useful way of ensuring we address all of your concerns. However, the choice is yours and we will always respect your wishes if for any reason you do not wish to meet with particular members of staff. If a recording of the discussion which takes place during the meeting, you will be provided with a copy of this afterwards.

The Chief Executive will write to you with a full response based on the results of the investigation. If something has gone wrong you will be given an apology. We will also tell you what we will do to help avoid it happening again.

A group of senior staff monitor actions that have been taken as a result of complaints. This group includes both Executive and Non-Executive Directors of the Trust.

It is important to note that complaints can usually only be investigated within one year of the event. However, we may still be able to help if you let us know the reason for any delay.

## What about confidentiality?

All correspondence and documentation relating to complaints is stored securely and separately from your health records. If you attend hospital for future care, staff will not know about any complaint you have made unless they were involved in the investigation of that complaint. Information from your health records may need to be shared with other clinical and managerial staff in order that your complaint can be fully investigated.

If you are complaining on behalf of a patient we will need their agreement to investigate the concerns raised. In this instance, a Form of Authority will be sent to you for completion. It is important that the Trust respects patients' confidentiality and we cannot release information without their permission.

## When will I get a reply?

Your complaint will be acknowledged within three working days of receipt and at this time we will advise you of the timescale in which we will aim to complete our investigations. However, if your complaint is more complex we may try to speak with you to agree how we will work to address your concerns and to agree an appropriate timescale with you.

We will keep you informed of the progress of your complaint and the reasons for any delays in responding to you. You will also be provided with the contact details of the Complaints Officer dealing with your case.

## What if I am not happy with the outcome?

We will ask you to tell us if you have outstanding concerns as soon as possible so that we can work to fully resolve these for you.

If, at the end of our investigation, and following further attempts to resolve your concerns, we have been unable to answer your concerns, you can ask the Parliamentary and Health Service Ombudsman to review your case.

The Ombudsman will expect that all efforts to resolve your concerns at Trust level have been exhausted. If the Ombudsman accepts your complaint and carries out an investigation, you will receive a report of the findings.

We have a further information leaflet which explains the Ombudsman's role. Please let us know if you would like us to send you a leaflet.

## Further help and information

### Patient Advice & Liaison Service

Within the Trust we have a Patient Advice & Liaison Service (PALS) Manager who is available to guide you through the complaints process.

You can contact the PALS Manager on:

**01932 723553**

### Independent Complaints Advocacy Service (ICAS)

Every area is served by an Independent Complaints Advocacy Service (ICAS). They cannot conduct an independent investigation into your concerns or complaint, but their professional staff provide a free and confidential service that can help you through the process:

Contact telephone numbers are:

**North West London ICAS: 0845 337 3065**  
covering Bedfont, Brentford, Chiswick, Cranford, Feltham, Hanworth, Heston, Hounslow and Isleworth

**South East Region ICAS: 0845 600 8616**  
covering Spelthorne, Runnymede, West Elmbridge and Woking

Website: [www.seap.org.uk/icas](http://www.seap.org.uk/icas)

### TRUST CONTACT DETAILS

**Ashford Hospital, London Road, Ashford, Middlesex, TW15 3AA.**

Telephone 01784 884488

**St. Peter's Hospital, Guildford Road, Chertsey, Surrey, KT16 0PZ.**

Telephone 01932 872000

# A Guide To Our Complaints Service

Patient Information

If you require a translation please call: 01932 723553

اگر تیار یہ ترجمہ فارسی، لہذا با شمارہ 01932 723 553 تماس بگیرید۔ Farsi

ਜੇ ਤੁਹਾਨੂੰ ਅਸਲੇ ਦੀ ਸੇਵਾ ਦੇ ਆ ਸਿਖਾ ਅਸਲੇ ਦਿਨ ਸੇਵਾ ਦੇ ਕੇਸ ਅਸਲੇ 01932 723553 Punjabi

اگر آپ کو اردو میں سہولت چاہیے تو براہ کرم 01932 723553 پر رابطہ کریں۔ Urdu

Se precisa de uma tradução por favor contacte: 01932 723553 Portuguese

यदि आपको अनुवाद की आवश्यकता है तो कृपया हम से संपर्क करें: 01932 723553 Hindi

আপনার অনুবাদ প্রয়োজন হলে দয়া করে যোগাযোগ করুন। 01932 723553 Bengali



Interpreter