

Feedback and Complaints Policy

At Ellern Mede Ridgeway your feedback is extremely important to us. Whether positive or negative, we want to hear about your experience. We recognise that there are times when things go wrong. When this happens we want to respond swiftly and try to put things right. We will use the information we receive impartially, to improve our services even further.

If you want to make a complaint or raise a concern

If you have any concerns or are dissatisfied with our service we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise and take positive action where necessary. If you tell us as soon as the problem arises, it can often be sorted out straightaway. In many cases, the person looking after you or your child may be able to solve a day-to-day query. Otherwise, a senior member of staff will be happy to help.

If you are not completely satisfied you can put your comments in writing. We take all comments and complaints seriously.

We will ensure that we:

- pass on any praise to the people concerned
- handle complaints in confidence
- investigate impartially
- offer a clear and complete explanation

We reserve the right not to deal with complaints made more than 12 months from the date of the event complained of.

Write to us

You can submit any feedback via the feedback box in reception; by email to Nancy.Maicoo@ellernmede.org, or by post to:

Nancy Maicoo, Centre Manager
Ellern Mede Ridgeway
Holcombe Hill,
The Ridgeway,
London,
NW7 4HX

The Centre Manager is responsible for the day-to-day running of the hospital and is in the best position to investigate any complaint thoroughly and promptly.

For any concerns and complaints please state:

- Your name and preferred contact details
- the date on which you had reason to complain
- details of your complaint
- any further comments that you want to bring to our attention

Getting back to you

We will acknowledge any complaints, concerns or suggestions within 7 days of receipt. We will then investigate where required and respond as promptly as we can - usually within 25 working days. If an investigation is still on-going after 25 days we will write to explain the delay. We may suggest meeting you to talk through your issues and attempt to resolve them.

An appeal to the Chief Executive Officer

If you are not happy with the response from the Centre Manager, you can take your complaint to the Chief Executive Officer. The Centre Manager will explain what to do and where to send your correspondence. The Chief Executive Officer will review your complaint and either confirm the decisions and actions taken by the Centre Manager or reach an alternative decision to help resolve the matter.

An independent review

If you are still not happy with the outcome of a complaint made regarding a service provided by the NHS, you can take your complaint to the Parliamentary and Health Service Ombudsman (telephone 0345 015 4033 or visit their website at www.ombudsman.org.uk)

Following the review by the Ombudsman there is no right of appeal. However you may be able to seek a judicial review, a procedure which allows a court of law to review decisions made by public bodies.

You may also wish to share your experience with the Care Quality Commission (CQC). Although they cannot look into complaints about health care or social care services, they would still like to hear from you if you are not happy about the care you receive. This is because they can use this information when they are looking at individual services in England to make sure that they are meeting important standards of quality and safety. To contact the Care Quality Commission call 03000 616161, email enquiries@cqc.org.uk or look at their website: www.cqc.org.uk.