

POLICY

Valid for East of England Hyperbaric Unit and Whipps Cross Hyperbaric Unit

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COMPLAINTS POLICY & PROCEDURE

Complaints

If you are unhappy with the treatment or service you have received from LHM Healthcare you are entitled to make a complaint, have it considered, and receive a response from the organisation.

The LHM Healthcare complaints procedure covers complaints made by a person about any matter connected with the provision of LHM Healthcare services.

Who can complain?

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions of a member of staff at LHM Healthcare. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

What is the time limit for making a complaint?

You should normally complain within 6 months of the event(s) concerned or within 6 months of becoming aware that you have something to complain about. LHM Healthcare has discretion to waive this time limit if there are good reasons why you could not complain earlier.

To whom should I complain initially?

The first stage of the LHM Healthcare complaints procedure is 'Local Resolution'. Your complaint should be made in the first instance to the LHM Healthcare Patient Administration Manager (*see contact details at the end of this document*). Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means, for example, use of conciliation.

You can raise your concerns immediately by speaking to a member of staff e.g. doctor, nurse or manager. They may be able to resolve your concerns without the need to make a more formal complaint, however, if you do want to continue with your complaint you can do this

orally or by writing, including e-mail, to the LHM Healthcare General Manager (*see contact details at the end of this document*). If you make your complaint orally a written record should be made by the person taking the complaint.

Patients can also complain or raise concerns directly to the Trust's Patient Advice and Liaison Service (PALS) (see contact details at the end of this document).

You should receive a response from the General Manager within 10 working days or from the Managing Director of LHM Healthcare within 25 working days, though this deadline can be extended with your agreement. You should be kept informed of progress if this is not going to happen.

Contact details:-

Hyperbaric Unit:

Please Telephone **0208 539 1222** or email:

Patient Administration Manager – Liz Perrett (liz@londonhyperbaric.com)

General Manager -Kimberley Adams (kimberley.adams9@nhs.net)

Or by post to:

LHM Healthcare, London Hyperbaric Medicine Unit, Whipps Cross Hospital, Leytonstone E11 1RG

Patient Advice Liaison Service (PALS)

JPUH - Please telephone **01493 452793** or email **complaints@jpaget.nhs.uk** **Post:**

PALS & Complaints Team, James Paget University Hospitals Foundation Trust,
Lowestoft Road, Gorleston, Great Yarmouth, Norfolk. NR31 6LA.

Barts Health - Tel: 020 3594 2040 Email: pals@bartshealth.nhs.uk