

# Compliments, Comments, Concerns and Complaints

Listening, responding and improving



Your local  
healthcare  
provider

Service provided by:

# Our commitment to you

**Anглиan Community Enterprise (ACE) Community Interest Company is committed to listening to the views of patients and the public about the care we provide. We value comments on our services as a mechanism for learning and improving and we are committed to ensuring that patients, their relatives and carers are not treated differently as a result of raising a complaint or a concern.**

Compliments, comments, complaints, and suggestions from patients, carers and the public are encouraged and welcomed. We ensure that, whatever their background or circumstances, people should find it easy to tell us what they think and the service they receive.

Should anyone be dissatisfied with the care we provide, we believe they have a right to be heard and for their concerns to be dealt with promptly, effectively and courteously.

## We welcome your feedback

Whether you wish to pay us a compliment, comment on our services, tell us about a concern you have, or make a complaint, we are committed to listening carefully, responding appropriately, and using your feedback to develop and improve our services to you.



## Compliments and comments

- **Compliments**  
It is always a pleasure to receive compliments about our staff and the services they deliver.
- **Comments**  
Your comments are important to us as they help us to evaluate and review the services we provide.

## How to give us feedback

If you want to pay a compliment to an individual member of staff, need advice about local NHS services or wish to make a complaint about the care we have provided there are a variety of ways in which you can give feedback on our services. You can:

- Speak directly to the member of staff involved in your care or the Manager of that service.
- Telephone us on: **0800 819 9030**
- Email us at: **ACECIC.patientexperience@nhs.net**

## Concerns and complaints

- **Concerns**  
If you see or experience something that causes you concern, we would be pleased to hear from you and take steps to alleviate your concerns.
- **Complaints**  
Whilst we strive to deliver excellent care at all times we appreciate that mistakes sometimes do happen. Please tell us if we get it wrong so we have the opportunity to work with you to put things right.



## What if I need help making a complaint?

If you need assistance, you can contact the Essex Advocacy Team who can offer you help and on-going support while your complaint is being resolved. They can be contacted at:

**Rethink – 0300 7900 559 -**

**[www.rethink.org](http://www.rethink.org)**

## How will we handle your complaint?

- Your complaint must be made within 12 months of the incident happening.
- Your complaint will be acknowledged within three working days.
- When we acknowledge your complaint, we will offer you the opportunity to discuss your concerns to determine how your complaint is to be handled.
- If you do not accept the offer of a discussion, we will write to you to confirm how long we will take to investigate the complaint.
- Our Managing Director will write to you with the result of the investigation.
- If the complaint involves two or more organisations, you will receive one co-ordinated response.
- You can ask for your complaint to be dealt with by either the provider or the commissioner of the services.



**‘Making your experience count’**

## What rights do people have?

ACE provides services to the community on behalf of the NHS and works to the NHS Constitution that states “any individual has the right to:

- Have any complaint they make about the NHS services dealt with efficiently and have it properly investigated.
- Know the outcome of any investigation into their complaint.
- Take the complaint to the independent Health Services Ombudsman if they are not satisfied with the way their complaint has been dealt with.
- Make a claim for a judicial review if they think they have been directly affected by an unlawful act or decision of any NHS body.
- And that they should receive compensation where they have been harmed by negligent treatment.

## Care Quality Commission

If you have any concerns about a regulated activity you can contact the Care Quality Commission.

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

**Telephone:** 0300 616161

**Website:** [www.cqc.org.uk](http://www.cqc.org.uk)



## Consent

- If your complaint relates to the care you have received we may need to access your medical and hospital records. With your consent your records may be legitimately shared with other organisations involved in the investigation of your complaint.
- If you are making a complaint on behalf of someone else, even a close relative, please speak to them about it before contacting us. By law, we must obtain their consent before we can release any of their personal details to you.

## What if I remain dissatisfied?

If you are unhappy with our response, you can ask the Parliamentary and Health Service Ombudsman to independently review your case. **Please write to:**

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

**Telephone:** 0345 015 4033

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



‘What matters to you,  
matters to us’

## Data Protection

All information relating to your complaint will be held on a computer database and only accessed as part of the investigation.

Access to this information is only granted with a legitimate reason and your information will be used for no other purpose.

Anonymised statistical information will be used to ensure the quality of our service and provide proof to governing bodies who commission the services provided. If we find a need to share any of this information we will gain consent from you before doing so.

Your information will only be kept for ten years after your investigation has concluded, any information will then be disposed of by secure means.

At all times you have the right to remove consent to share information. This can only be overridden in a limited number of circumstances. All services run in accordance to the Data Protection Act. For more information on your rights visit [www.ico.org.uk](http://www.ico.org.uk)

## Contact Us

Whether you wish to feedback a compliment, comment, concern or complaint, you can contact the Patient Experience Team at:

Anglian Community Enterprise (CIC)  
Patient Experience Team  
659-662 The Crescent  
Colchester Business Park  
Colchester, Essex  
CO4 9YQ

**Telephone:** 0800 819 9030  
**Email:** [ACECIC.patientexperience@nhs.net](mailto:ACECIC.patientexperience@nhs.net)  
**Website:** [www.acecic.co.uk](http://www.acecic.co.uk)



On request, this publication can be supplied in alternative formats including large print, Braille, audio tape and disk. We can also translate the Information into languages other than English. This publication is also available on our website.



[www.acecic.co.uk](http://www.acecic.co.uk)