



# Alliance for Better Care

## Complaints, Compliments & Comments Information

**We welcome your comments and suggestions, along with any constructive criticism which can help us to improve our services.**

### How to complain: (Local Resolution)

We hope that most problems can be sorted easily and quickly, often at the time they arise by asking to speak to the Manager in charge of the service

If your problem can not be sorted out and you wish to make a complaint, we would like you to let us know as soon as possible in writing to [allianceforbettercare@nhs.net](mailto:allianceforbettercare@nhs.net)

We ask that you do not complain anonymously via any means (*including the NHS Choices Website*). If we do not know who you are, we are not able to help you, or put things right.

### What we will do:

- **Acknowledge your complaint within three working days.**

- **Investigate your complaint**
- **Send you a response explaining the outcome of our investigation and any actions taken as a result within 3 weeks from the day on which the complaint was received.**
- **Offer you an appointment to discuss the outcome of the investigation should you wish to discuss further.**

We welcome compliments, suggestions or concerns about the services you have received from the doctors or any staff working in our services.

### Complaining on someone's behalf:

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know you have their permission to do so. A letter signed by the person concerned will be needed unless they are incapable (because of illness) in providing this.

### What to do if you are not happy with our response:

If you are not happy with our response (local resolution) you can complain directly to the local Clinical Commissioning Group (CCG) whose

details can be obtained online by visiting:

[www.surreyheartlandscg.nhs.uk](http://www.surreyheartlandscg.nhs.uk)  
[www.westsussexccg.nhs.uk](http://www.westsussexccg.nhs.uk)  
[www.horshamandmidsussexccg.nhs.uk](http://www.horshamandmidsussexccg.nhs.uk)

**You can also gain assistance from:**

Patient Advice and Liaison Service (PALS)

You can find your nearest PALS office on the NHS website

[www.england.nhs.uk](http://www.england.nhs.uk)

You can also ask your GP surgery, hospital or phone NHS 111 for details

Healthwatch: The independent Complaints Advisory Service (ICAS)  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

Citizens Advice Bureaux  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The Care Quality Commission  
[www.cqc.org.uk](http://www.cqc.org.uk)

NHS England  
[www.england.nhs.uk](http://www.england.nhs.uk)

**We can assure you that we will always give your feedback our full attention.**