

Hackney's Health & Social Care Complaints Charter

**Making sure your
experiences lead
to better services**

This Charter has been agreed by:
Homerton Healthcare NHS Foundation
Trust, East London NHS Foundation Trust,
London Borough of Hackney, and NHS
North East London Integrated Care Board



healthwatch
Hackney

By signing Hackney's Health and Social Care Complaints Charter, the organisations below have agreed to:

- Continue to make health care better for everyone
- Value your comments, suggestions and complaints
- Ensure complaints are appropriately and quickly investigated and the outcome is considered when developing long-term service improvements

Charter signatories:



**Homerton Healthcare
NHS Foundation Trust**



North East London



Rethink

Advocacy

When you are unhappy with health or care services:

- Tell them as soon as possible, so they can investigate your concerns and quickly put things right
- Let them know if you want to try an informal resolution to your concerns
- Have confidence in their commitment to resolving your complaint
- Treat staff as you would expect them to treat you, with dignity and respect

Charter commitments

Charter signatories should:

- Acknowledge your complaint within three working days
- Explain how they will handle your complaint and the information they need
- Give you the name and contact details of the person or team investigating your complaint
- Be happy to update you on the progress of your complaint, if you contact the complaints team during the investigation
- Ensure your complaint does not adversely affect your ongoing or future care in any way
- Ensure that you are able to communicate effectively, for example by providing an interpreter or an advocate or any other support that you may need

To ensure openness and transparency, Charter signatories should:

- Listen carefully and make every effort to fully understand your complaint and concerns
- Request all the information they need
- Explain how they will investigate all your concerns
- Be open and honest throughout the investigation
- Comply with the Duty of Candour if you have suffered harm and ensure you get copies of relevant investigation reports, e.g. serious incident reports
- Carefully evaluate all gathered information to make a decision on your complaint
- Share evidence, findings and facts with you once the investigation is complete
- Ensure they signpost you to complaints advocacy services and other appropriate advocacy to support and advise you if needed
- Explain their decisions and recommendations and how these were reached
- Explain how you can escalate your complaint if you are dissatisfied with their response

To give you an excellent service, Charter signatories will:

- Always treat you with courtesy and respect
- Provide you with a full and detailed response to your complaint as soon as possible
- Aim to respond fully to your complaint within 30 working days, unless there are exceptional circumstances
- Always explain reasons for any delay
- Make sure you can easily access their services and provide you with help if you need it
- Hold and process your information securely and confidentially

To ensure your complaint can help improve services, Charter signatories will:

- Listen to your feedback and use it to improve services
- Offer to meet you to discuss your complaint
- Apologise if they have made a mistake and quickly put things right, where possible
- Share with you what they have learned from the investigation and how they are improving services
- With your consent, share learning from your complaint with other health and care services, Healthwatch and patient groups

When you complain, you can expect Charter signatories to:

- Address your complaint quickly and effectively
- Give you any information you request relevant to your complaint
- Show you how they have acted on recommendations arising from your complaint
- Consider a claim through their normal process of reimbursement, if you have suffered a loss due to their actions

Where to complain

It is best to complain to the service first if you are unhappy with your treatment or care. Homerton Healthcare NHS Foundation Trust and East London NHS Foundation Trust have patient advise and Liaison Services (PALS) to help you. If you have raised a concern with the service provider and then with PALS and you are still unhappy with the outcome, then you can make a formal complaint.

Homerton Healthcare NHS Foundation Trust

PALS:

Phone: 020 8510 7315 Textphone: 07584 445 400

Email: huh-tr.pals.service@nhs.net

Website: www.homerton.nhs.uk/patient-advice-liaison-service-pals/

Post: PALS, Homerton University Hospital
NHS Foundation Trust
Homerton Row, London E9 6SR

Formal complaint:

Phone: 020 8510 5113

Mon & Wed to Fri: 9am-5pm; Tues: 9am-2.30pm

Email: huh-tr.complaints@nhs.net

Website: www.homerton.nhs.uk/complaints-service

Post: Complaints Service, Homerton University Hospital
NHS Foundation Trust
Homerton Row, London E9 6SR

East London NHS Foundation Trust

PALS:

Freephone: 0800 783 4839

Email: left.pals@nhs.net

Post: Complaints and PALS Department, 1st Floor,
Health E1 Brick Lane, London E1 6PU

Formal complaint:

Freephone: 0800 085 8354

Email: left.complaints@nhs.net

Post: Complaints and PALS Department, 1st Floor,
Health E1 Brick Lane, London, E1 6PU

NHS North East London Integrated Care Board (NEL ICB)

Phone: 020 8221 5750

Email: nelondonicb.complaints@nhs.net

Post: Complaints Department, NHS North East
London, 4th Floor – Unex Tower, 5 Station Street,
London E15 1DA

Hackney Council

Adult social care

Phone: 020 8356 6475 / 4697 / 4537

Email: complaints@hackney.gov.uk

Post: Adult Social Care Complaints, Hackney Service
Centre, 1 Hillman Street, London E8 1DY

Children social care

Phone: 020 8356 5800

Email: children.complaints@hackney.gov.uk

Ombudsman

If you remain dissatisfied with the response you received, you may ask the Ombudsman to consider your complaint.

Health Service Ombudsman

Helpline: 0345 015 4033

Website: www.ombudsman.org.uk

Social Care

Website: complaints.lgo.org.uk/complaint-form/

Phone: 0300 061 0614

Monday, Tuesday & Friday: 10am-1pm;
Wednesday: 1-4pm; Thursday closed

If you are complaining for yourself download the complaint form here:

www.lgo.org.uk/assets/attach/6047/Complaint-form-October-23.pdf

If you are complaining on behalf of someone else download here:

www.lgo.org.uk/assets/attach/2288/Complaint-and-consent-form-October-23.pdf

You can send it off by post to:

Local Government and Social Care Ombudsman,
PO Box 4771, Coventry, CV4 0EH

Help to make a complaint

Independent Health Complaint Advocacy (IHCA) – if you need support with your complaint, Rethink can help you.

Rethink Advice and Information Service

Helpline: 0300 790 0559

Email: advocacyreferralhub@rethink.org

Website: www.rethink.org

Post: Rethink, PO BOX 18252 Solihull B92 9BA

If you have difficulties in contacting any of the organisations above, or would like to share your experiences of any health and care services, please contact **Healthwatch Hackney**.

Phone: 020 3960 7458 / Freephone: 0808 164 7664

Email: info@healthwatchhackney.co.uk

Website: www.healthwatchhackney.co.uk

Post: Healthwatch Hackney
1st Floor, Block A
St Leonard's Hospital
Nuttall Street
London, N1 5LZ

Don't forget to share what went well too!

Healthwatch Hackney

Healthwatch Hackney will work with the signatories of Hackney's Health and Social Care Complaints Charter to promote and monitor compliance, recommend service improvements and signpost you to services.

This Charter will be reviewed every two years.

Last reviewed August 2024

1st Floor, Block A
St Leonard's Hospital
Nuttall Street
London N1 5LZ

020 3960 7454

info@healthwatchhackney.co.uk

www.healthwatchhackney.co.uk

Follow us on  @HWHackney

Contact us if you need this Charter in a different language or format, for example, easy read, large print, Braille or plain text.

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