

How to make a complaint

Information for families

5th edition

Great Ormond Street Hospital
for Children NHS Trust

At Great Ormond Street Hospital, we try to achieve a high standard in our clinical care as well as in all the services we provide for children and families. We have a complaints system that you can use when you experience a problem with any of our services.

There are various ways you can get help, support and advice about any problems that occur:

- **Talk to the doctor or nurse caring for your child**
- **Talk to the person in charge of the ward or department**
- **Visit the Pals (Patient Advice and Liaison Service) office, opposite the hospital shop. You can also ring them on 020 7829 7862 or email them on pals@gosh.nhs.uk**

Arabic إذا أردت أن تقرأ هذه الوثيقة باللغة العربية فالرجاء أن تطلب من شخص ما يتحدث الإنجليزية أن يتصل هاتفياً بمكتب Pals على الرقم:
020 7829 7862

Greek Αν επιθυμείτε να διαβάσετε αυτό το έγγραφο στα ελληνικά, Παρακαλούμε ζητήστε από κάποιο άτομο που μιλάει αγγλικά να τηλεφωνήσει στο γραφείο Pals καλώντας το 020 7829 7862

Turkish Bu broşürü Türkçe olarak okumak istiyorsanız, lütfen İngilizce bilen bir tanıdığınızdan Pals ofisine telefon etmesini isteyin: 020 7829 7862

Ref: 2008F0681 March 2009

© GOSH Trust 2009

Compiled by the Patient and Staff Safety department,
in collaboration with the Child and Family Information Group

Great Ormond Street Hospital for Children NHS Trust
Great Ormond Street
London WC1N 3JH

www.goshfamilies.nhs.uk www.childrenfirst.nhs.uk

Making a complaint

If you would like to make a complaint, please fill in this form and return it to the Complaints Manager (address on form). If you would like to discuss this complaint, please telephone us on 020 7813 8402. You can also email us at complaints@gosh.nhs.uk.

You can also contact ICAS, the independent complaints advocacy service, for advice and support. ICAS is a free and confidential service that has been set up to guide patients and families through the NHS complaints process. You can ring them on 0845 120 3784.

What happens to your complaint?

The complaints team will send you a letter within three working days to confirm that we have received your complaint. We will assess your complaint and can discuss with you how it will be handled and a response time.

The Chief Executive will send you a full reply to your complaint when the investigation is complete. This reply will explain what has happened and apologise if we have failed in any way. It will also tell you about the action we have taken to put the matter right

and improve the services we offer to all our children and families. We see complaints as a valuable source of feedback, and our approach is to learn from problems that have occurred. Your child's care will not be affected in any way by you making a complaint. Copies of complaint letters and investigations are never filed in a patient's medical record.

If your complaint needs a longer investigation we will write to let you know that our response will be delayed. When the investigation has been completed, you will receive a written response from the Chief Executive and may be invited to take part in a meeting.

After you have received our response

If you are not happy with our response you can contact us to let us know and ask for further investigation. You can also ask the Health Service Ombudsman to review your complaint. The Ombudsman undertakes independent investigations into complaints about the NHS and other public bodies in the UK. You can contact the Ombudsman's office on 0345 015 4033.

[illegible]

--

--	--