The Independent Complaints Advocacy Service (ICA) is a free service that can help you to make a complaint. ICA can:

• Provide you with advice on how to make a complaint
• Help you write your letter of complaint and ensure your complaint is sent to the correct Organisation
• Support you by attending meetings with you in respect of your complaint
• Speak to the hospital/service on your behalf.

You can call ICA at the Manchester Advocacy Hub on 0161 214 3904 or email: advocacyICA@gaddum.co.uk or write to them at The Gaddum Centre, Gaddum House, 6 Great Jackson Street, Manchester, M15 4AX

The details of your local Independent Complaints Advocacy Service are on your Local Authority website.

We always try to resolve concerns or complaints to the satisfaction of the people involved. If you are dissatisfied with our response we would encourage you to contact PALS in the first instance in order to raise or highlight any concerns that you feel we have not addressed. We will then review your complaint and our handling of it. Where necessary offer you the opportunity of further local resolution.

If you remain dissatisfied you may want to contact the Parliamentary Health Service Ombudsman (PHSo) and ask for your complaint to be reviewed.

The PHSo can be contacted on 0345 015 4033

How do you contact you with my feedback?

What if I want some independent support?

What if I am dissatisfied with the response?

Manchester University NHS Foundation Trust comprises of:

• Manchester Royal Infirmary
• Royal Manchester Children’s Hospital
• Saint Mary’s Hospital
• Manchester Royal Eye Hospital
• Wythenshawe Hospital
• Whittington Hospital
• Trafford General Hospital
• Altrincham General Hospital
• Manchester Local Care Organisation (Community Services)

You can contact us by:

Telephone: 0161 276 8686
Email: pals@mft.nhs.uk
In Writing: The Chief Executive, Manchester University 2013 Foundation Trust, Oxford Road, Manchester, M13 9WL

Translation and Interpretation Service

It is our policy that family, relatives or friends cannot interpret for patients. Should you require an interpreter ask a member of staff to arrange it for you.
Whether you have had a good experience or if you have some concerns, we would like you to tell us what you think of our services and about the quality of care you have received.

We take all feedback very seriously and want to pass on positive feedback to our staff. If, however, we have got something wrong, we would like the opportunity to put things right as quickly as possible.

We can guarantee that your care will not be compromised in any way if you raise a concern or make a complaint.

It is important to us to let staff know when their care and professionalism has been noticed.

You can share your experience by:

• Posting a comment within the ‘feedback’ section of the NHS Choices Website at www.nhs.uk
• Contacting the Patient Advice and Liaison Service (PALS)
• Writing to the Chief Executive.

I have a concern

We want to resolve your concerns as quickly as possible and would encourage you in the first instance to:

• Tell the staff involved in your care about any concerns you may have
• Ask to speak to the person in charge of the Department, Ward or Service
• If you are an inpatient there is a dedicated telephone line, ‘Tell Us Today’ which gives you the opportunity of speaking to a senior staff member immediately about your concerns
• Speak to the PALS Team.

I want to make a complaint

We will summarise your concerns and acknowledge receipt of your complaint within five working days. We will need to telephone you to discuss your concerns to ensure we have understood and accurately recorded your concerns and give you the opportunity to make changes if you wish.

A complaint can be made by any patient or patient representative.

If you would like to make a formal complaint on behalf of somebody else, which requires investigation and a response in writing from the Chief Executive, we will require a signed and dated statement from that person providing explicit permission to investigate the complaint and to release confidential information to you. If the person is unable to provide a consent, a member of the PALS Team will be able to explain what you need to do. If you are raising an informal concern, we will require verbal consent from the person on whose behalf you are raising concerns.

I want to make a complaint on behalf of an adult

If you are making a formal complaint on behalf of somebody else, which requires investigation and a response in writing from the Chief Executive, we will require a signed and dated statement from that person providing explicit permission to investigate the complaint and to release confidential information to you. If the person is unable to provide a consent, a member of the PALS Team will be able to explain what you need to do. If you are raising an informal concern, we will require verbal consent from the person on whose behalf you are raising concerns.

I am a child/young person or I want to complain on behalf of a child/young person

You can make a complaint on behalf of a child or young person under 16 but only if the child or young person cannot make the complaint themselves. If any child or young person has the legal capacity to do so, they can make the complaint themselves.

All complaints are kept confidential, except in very exceptional circumstances. You do not have to send your complaint in writing. You may phone or write as you wish; it does not matter how you prefer to get some help in raising your concerns. If you do not want to make a complaint yourself, you can ask someone to make a complaint for you.

If you are making a formal complaint on behalf of a child or young person who can make a complaint themselves, you do not need your parent’s or legal guardian’s consent for you to make a complaint on their behalf. If you are not the parent(s) or legal guardian of the child, we will require consent from the parent(s) or legal guardian.

If you are raising an informal concern, we will require verbal consent from the person on whose behalf you are raising concerns.

What will happen next if I make a formal complaint?

• You will be given the opportunity to discuss your concerns with someone
• A member of the PALS Team will be in touch with you
• Your complaint will be summarised and kept confidential
• A member of the PALS Team will keep you regularly updated

• We will investigate the concerns you have raised on behalf of the Chief Executive
• The Chief Executive will provide you with a full written response within an agreed timeframe
• A member of the PALS Team will keep you regularly updated

I want to make a compliment

If you have had a good experience or if you have some concerns, we would like you to tell us what you think of our services and about the quality of care you have received.

You can share your experience by:

• Posting a comment within the ‘feedback’ section of the NHS Choices Website at www.nhs.uk
• Contacting the Patient Advice and Liaison Service (PALS)
• Writing to the Chief Executive.

I still want to make a complaint

If you remain dissatisfied and would like to make a formal complaint, you can do this by writing, by email or by telephone. This should be done within 12 months of the event that caused you to have a complaint, or within 12 months of you learning of the problem.

We will summarise your concerns and acknowledge receipt of your complaint within five working days. We will need to telephone you to discuss your concerns to ensure we have understood and accurately recorded your concerns and give you the opportunity to make changes if you wish.

If you have difficulty communicating your complaint, a member of the PALS Team will provide you with support during this process.

A complaint can be made by any patient or patient representative.

If you would like to make a complaint on behalf of somebody else, which requires investigation and a response in writing from the Chief Executive, we will require a signed and dated statement from that person providing explicit permission to investigate the complaint and to release confidential information to you. If the person is unable to provide a consent, a member of the PALS Team will be able to explain what you need to do. If you are raising an informal concern, we will require verbal consent from the person on whose behalf you are raising concerns.

Who can make a complaint?

You can make a complaint on behalf of a child or young person under 16 but only if the child or young person cannot make the complaint themselves.

If any child or young person has the legal capacity to do so, they can make the complaint themselves.

All complaints are kept confidential, except in very exceptional circumstances. You do not have to send your complaint in writing. You may phone or write as you wish; it does not matter how you prefer to get some help in raising your concerns. If you do not want to make a complaint yourself, you can ask someone to make a complaint for you.

If you are making a formal complaint on behalf of a child or young person who can make a complaint themselves, you do not need your parent’s or legal guardian’s consent for you to make a complaint on their behalf. If you are not the parent(s) or legal guardian of the child, we will require consent from the parent(s) or legal guardian.

I want to complain

If you are raising an informal concern, we will require verbal consent from the person on whose behalf you are raising concerns.

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I want to complain on behalf of an adult

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