

Complaints Process

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at St Austell Healthcare. We understand that we may not always get everything right and, by telling us about the problems you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at local level. Please speak to a member of staff if you have a concern and they will assist you where possible.

How can I make a complaint?

A complaint can be made in writing, or verbally to staff, who can assist you with filling out a complaints form if required.

A complaints form is available at reception. Alternatively, you can complain via email to staustellhc.complaints.sahc@nhs.net

We aim to acknowledge receipt of all complaints within 3 working days, and aim to have it fully investigated with the following timescales:

- Straightforward/single issue complaint- within 3 months
- Complex/multiple issue complaint- within 6 months

I want to complain to a third party

If for any reason you do not want to speak to a member of staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:
NHS Cornwall and Isles of Scilly Integrated Care Board (ICB)
Email: ciosicb.complaints@nhs.net
Phone: 01726 627975

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- The Local Council can give advice on local advocacy services
- Other advocates and links can be found on this PHSO webpage

Further action

If you are dissatisfied with the outcome of your complaint from either Integrated Care Board (ICB) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP
Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk