

## HOW TO COMPLAIN ABOUT OR COMMENT ON SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

We will resolve complaints through an accessible, personal and flexible approach, treating each complaint according to its individual nature and your wishes.

If you have a concern about any aspect of your visit please speak to a member of staff as soon as possible; we will try to resolve your concerns as they arise. Alternatively, speak to our Patient, Advice and Liaison Service (PALS) representative, either in person in the main entrance at the Western bank site, by telephone on 0114 2717594 or by emailing [scn-tr.pals@nhs.net](mailto:scn-tr.pals@nhs.net).

### I'm still not happy, what can I do next?

If your concerns have not been resolved informally, you can make a formal complaint.

### Who can complain?

Anyone can complain. However, patient confidentiality will be maintained and consent may be required from the patient or the parent. Your complaint should be made within 12 months from the date on which the matter occurred or the matter came to your notice.

### Who do I write to?

Write to the Chief Executive (see back page)

### Do I have to put my complaint in writing?

No, if you prefer, speak to any member of staff who will document your complaint. If you would rather telephone, the details of your complaint will be taken immediately and in confidence. Alternatively you may email.

### Can anyone else help me?

PALS – if you need assistance with your complaint or would prefer to discuss the issues, you can contact the Patient, Advice and Liaison Service either in person in the main entrance of the Children's Hospital site at Western Bank or via the telephone on 0114 2717594. In addition you may wish to discuss your concerns with our Complaints Officer on 0114 2717194. Alternatively you may wish to contact the NHS Complaints Advocacy VoiceAbility on 0300 3305454 or visit [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org) to find out more.

### The Care Quality Commission

The Care Quality Commission - they provide advice on how to make a complaint: [http://www.cqc.org.uk/\\_db/\\_documents/20100572\\_Complaints\\_providers\\_final.pdf](http://www.cqc.org.uk/_db/_documents/20100572_Complaints_providers_final.pdf)

### Will I be seen as a troublemaker and will I or my child be discriminated against?

Not at all, we welcome your comments; they help us to improve our services. We also like to know when things are going well and appreciate these comments too – please look out for our suggestion/compliment/concern boxes.

### What can I expect from making a complaint?

We will acknowledge your complaint in writing within 3 working days and will offer you the opportunity to discuss how the complaint is to be handled; it may be appropriate to arrange a meeting for you with relevant members of staff in order for you to discuss your concerns. Alternatively, you may wish to receive a written response to your concerns. If you choose to receive a written response, we will investigate your concerns and the Chief Executive will send you a full reply within 5 weeks. If we cannot give you a full reply on time, you will be informed of our progress and any reason for the delay.

We will apologise where appropriate and in some instances, tell you what we will do to prevent the same thing happening again.

### What if I'm not satisfied?

If you remain dissatisfied with our response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case.

### What is the Parliamentary and Health Service Ombudsman?

They carry out independent investigations into complaints about UK government departments and their agencies and the NHS in England – and help improve public services as a result. You can contact them on their help line which is available Monday to Friday, 8.30 am – 5.30 pm: 0345 0154033 or write to them at:

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

### What will they do?

Trained staff will undertake a review of your complaint.

Information Leaflet number:  
Author/Contact:

27 (14/10/2014)

Sheffield Children's   
NHS Foundation Trust

John Somers  
Chief Executive  
Sheffield Children's NHS Foundation Trust  
Western Bank  
Sheffield  
S10 2TH  
Tel: 0114 271 7317

## ARE WE GETTING IT RIGHT? "HOW TO MAKE A COMPLAINT"

### For further advice contact:

**Main hospital number: 0114 271 7000**

Patient Advice & Liaison Team (PALS)  
The Children's Hospital  
Western Bank  
Sheffield  
S10 2TH

PALS office: 0114 271 7594

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

Review 2016

Our young patients  
are at the centre of everything  
we do and all our work is focused  
on providing them with the  
best facilities, equipment and  
experience possible, helping to  
provide a world-class facility that  
is positioned at the very forefront  
of paediatric care.

The  
Children's  
Hospital  
Charity 

[www.tchc.org.uk](http://www.tchc.org.uk)  
Tel: 0114 271 7203  
Email: [charity@sch.nhs.uk](mailto:charity@sch.nhs.uk)

Reg Charity No 505002



The  
Children's  
Hospital  
Sheffield 