

# Making a Complaint: Your Guide to Raising Concerns with Psychiatry UK

## Your Voice Matters!

**At Psychiatry UK, we are committed to providing you with the highest quality of care and service. We understand that sometimes things might not go as you expect, and we want to hear from you if you are unhappy or have a concern.**

**Your feedback, including complaints, is incredibly valuable. It helps us to learn, improve our services, and ensure we meet your needs and expectations.**



### What is a complaint?

A complaint is any expression of dissatisfaction about the care, treatment, or services you have received from Psychiatry UK, or about the conduct of any of the clinicians.

**Our Commitment to You** - When you make a complaint, we promise to:



**Listen:** We will listen carefully to your concerns.



**Be Fair:** We will treat your complaint seriously, objectively, and without prejudice.



**Be Transparent:** We will keep you informed about the progress of your complaint.



**Act Quickly:** We will aim to resolve your complaint efficiently and within clear timescales.



**Be Confidential:** Your privacy will be protected, and information will only be shared with those directly involved in handling your complaint.



**Learn and Improve:** We will use your feedback to make our services better for everyone.



## How do I make a complaint?

Before making a formal complaint, you may find we have addressed your concerns already in the information provided on the [\*\*Complaint Resolution Hub\*\*](#) page of the Psychiatry UK website.

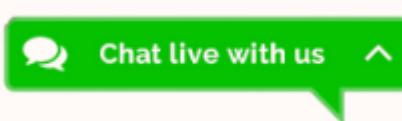
If you would still like to make a complaint to Psychiatry UK, there are several ways you can do this. In the first instance, we would like to attempt to resolve your concern(s) informally, promptly and to your satisfaction.

### **Speak to the Clinician or administrative support worker.**

Sometimes, a quick conversation with the person involved or their line manager or clinical lead can resolve your concern immediately.

We encourage people to talk to the person who they are currently interacting with or to contact us via our Virtual Assistant or phone line to see if we can resolve the issue promptly.

**Our Virtual Assistant is open 24/7 and available on our website, or via our patient portal and Companion app:**



**Click on the green button in the bottom, right hand, corner of the Psychiatry UK website called 'Chat live with us',**

**Or via the speech bubble in a navy circle on a mobile device.**

If you need to speak to a call centre operative, the Virtual Assistant can direct you to this option.

If you cannot access our live chat, please check whether you have an active ad blocker set up on your browser. If so, please uninstall or temporarily disable to access the live chat feature.

**The contact centre number is Telephone: 0330 124 1980 (Mon-Fri: 8am-6pm; Sat-Sun: CLOSED)**

The contact centre team can liaise on your behalf with relevant clinicians and attempt to resolve your concern(s) to your satisfaction within two working days. If this is the case, we still log your concern(s) on our electronic record system, detailing how they were resolved and any learning identified.

If this is not possible to achieve in the timeframe, or your complaint is more serious, or you would like your complaint to be formally investigated instead of treated as a concern, then please complete the complaints form via the following link: [\*\*Psychiatry UK Complaints Form\*\*](#)

**When completing the complaints form, it will ask you for specific information. You may find it useful to have the following information ready:**

- Full name and contact details (phone number, email address, postal address).
- Patient reference number if known.
- Patient date of birth (this assists us in making sure we have the correct person).
- Details of your complaint, that can be added to the box titled *Details of Your Complaint*:
  - What happened?
  - When did it happen (dates and times if possible)?
  - Where did it happen?
  - Who was involved?
  - What outcome or resolution are you hoping for?
- If you are complaining on behalf of someone else, their name and your relationship to them. Please ensure you have their consent to complain on their behalf. This information can be added to the *Anything Else You Wish Us to Know* box on the form.



## What happens after I make a complaint?

1. We will acknowledge receipt of your complaint in writing (by email or letter) within 3 working days (Monday to Friday, excluding public holidays). This will include a unique reference number for your

complaint. Please use that reference number for all future contact regarding your complaint.

2. A dedicated complaints investigator will be assigned to your complaint. They will investigate your concerns, which may involve:
  - Reviewing your records.
  - Speaking to the person or persons involved.
  - Gathering all necessary information and evidence.
  - They may contact you if they need further information or clarification.
3. We aim to provide you with a full written response within 30 days of acknowledging your complaint. For clarity this maybe up to 33 working days after your raising of the complaint if it could not be resolved immediately. We aim to resolve the majority of complaints well within those timescales.
4. If the investigation is complex and we need more time, we will inform you of the delay within the timeframe above and provide an updated timeframe. Our response will:
  - Address all points you raised.
  - Explain our findings clearly.
  - Offer an apology where appropriate.
  - Outline any actions we will take to improve our services.



## What if your actions do not provide a satisfactory outcome?

If, after receiving our final response, you remain dissatisfied with the outcome, you have the right to escalate your complaint to an independent body.

For health and social complaints in England, you can contact:



CQC is the independent regulator of health and social care.

### You can contact them:



**Website:** <https://www.cqc.org.uk/contact-us/contact-us-online-form>



**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)



**Phone:** 03000 616161



**Post:** CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

**Please note:** The CQC do not investigate individual complaints but utilise all feedback sent to them as part of their assessment of our service.

### Parliamentary and Health Service Ombudsman (PHSO)

The PHSO is independent of the NHS and government and can review complaints about services provided by the NHS in England.

### You can contact them:



**Website:** [Parliamentary and Health Service Ombudsman \(PHSO\)](#)



**Phone:** **0345 015 4033** (Lines are open 8:30am to 5:30pm, Monday to Friday, except bank holidays)



**Post:** **Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP**

**Please note:** The PHSO usually asks that you have completed our internal complaints process before they can review your complaint.

### Your Feedback Helps Us Improve!

Thank you for taking the time to provide your feedback. We are committed to using your valuable input to continually enhance the quality and safety of the services we provide at Psychiatry UK.

Our full policy and procedures for complaints are available on request please let us know if you require a copy to be sent to you.