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## Support and Advice.

### POhWER

You can get help in making a complaint from an organisation called POhWER. POhWER is a free, confidential service and is independent of the NHS.

Telephone number: 0300-200-0084.

Email address: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Website: [www.pohwer.net](http://www.pohwer.net)

Address: P.O. Box 14043

Birmingham

B6 9BL

## What if I'm not happy with the outcome of my complaint?

The CCG will make every effort to try and resolve your complaint. If you are not happy with the results of the investigation, please contact the Complaints Team to discuss your outstanding concerns and advise of any action that can be taken at a local level to resolve.

If you remain dissatisfied, you can contact the Parliamentary and Health Service Ombudsman (PHSO), who can review how your complaint has been handled. Contact with the Ombudsman should be made within 12 months of the final outcome of your complaint.

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Write: PHSO

Millbank Tower

Millbank

London

SW1P 4QP

This leaflet can be made available in other languages and a translation service is also available on request. Larger print, Braille and Audio can also be offered.



South West Lincolnshire  
Clinical Commissioning Group

# How to Make a Complaint

Complaints Team  
Cross O'Cliff  
Bracebridge Heath  
Lincoln  
LN4 2HN  
Tel: 01522-515319  
Email: [GEMCSU.lincolnshirecomplaints@nhs.net](mailto:GEMCSU.lincolnshirecomplaints@nhs.net)

# Making a Complaint

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South West Lincolnshire Clinical Commissioning Group is one of four Clinical Commissioning Groups (CCG) in Lincolnshire, who work together to commission health services for patients across the county.

The CCG recognise the importance of patient and public feedback in the on-going development of high quality, responsive and accessible services. Complaints made to the organisation are seen as an important element of this feedback and are seen as a positive step to identify improvements to patient services, to be learnt from and shared.

## Who can complain?

Anyone who is or has been receiving NHS treatment can raise a concern or make a complaint. You can also make a complaint on behalf of someone else, however, please ask for their permission before you do so.

The CCG welcomes comments and complaints regarding:

- Services managed by the CCG
- Actions, behaviour or attitude of anyone employed by the CCG
- Decisions that are made about the health services we purchase
- The Independent Funding Request process
- The Continuing Healthcare process

Complaints about GPs, Dentists, Optometrists and Pharmacists are not dealt with by South West Lincolnshire CCG; you should initially approach the Practice Manager to discuss your concerns directly with them. Alternatively, you may wish to contact NHS England Customer Contact Centre; the contact details are:

Telephone: 0300-311-2233

Email: [nhscommissioningboard@nhs.net](mailto:nhscommissioningboard@nhs.net)

## What are the timescales for making a complaint?

A complaint should be made within twelve months of the event, or within twelve months of you becoming aware you had grounds for making a complaint. The time limit can be extended, depending on the circumstances, as each complaint is treated individually. If you do wish to make a complaint that is outside of the timescale, please discuss it with the Complaints Team in the first instance.

## How should I make a complaint?

The best way to make a complaint is to put your concerns in writing. Please include the following information in your letter or email:

- Your name, address, telephone number and email address

- If you are complaining on behalf of someone else, their details and if possible, their permission
- The details of what happened and names or titles of any staff involved
- A list of what you are concerned about and the questions you would like to be answered
- What you would like to happen as a result of your complaint

## How we will deal with your complaint.

We may need to contact you in order to clearly understand your complaint, and to understand the exact issues we need to address and how best we can do this.

We will:

- Acknowledge your complaint within three working days
- Agree with you how we will try and resolve the complaint
- Identify a timescale for providing you with a response to your complaint
- Undertake a full investigation into the issues you have raised
- Provide you with an explanation and ensure you receive an appropriate response
- Ensure we learn from your complaint in order to prevent it happening to anyone else