

Stage 3

If you remain dissatisfied with the outcome of the response by the Managing Director you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of the government and the NHS. The service is confidential and free. There are however time limits for taking a complaint to the Ombudsman.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint to them, you can contact their helpline on **0345 015 4033** and further information is available at www.ombudsman.org.uk

You can write to the Ombudsman at:

**The Parliamentary and Health Service Ombudsman,
Millbank Town, Millbank, London SW1P 4QP**

Sussex **MSK** Partnership
East

Sussex MSK Partnership East
PO BOX 3196, Eastbourne
East Sussex, BN21 9QH

What matters to you

A guide to making a complaint



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A guide to making a complaint

Making Informal Complaints

We aim to provide caring, high quality services and are always pleased to receive feedback from you, your family or friends. Through gaining feedback we are able to focus our attention to areas of improvement which will make the biggest difference to patient experience. If you wish to make a complaint, please feel free to approach the staff who have been caring for you. They will endeavour to resolve any issues and concerns immediately to your satisfaction. If you would like to make an informal complaint or comment to Sussex MSK Partnership East Senior management you can...

Write to

Sussex MSK Partnership East
PO BOX 3196
Eastbourne
East Sussex
BN21 9QH

Email

smskpcomplaints.east@nhs.net

Phone

0300 300 0003



There are **3 stages** to Sussex MSK Partnership East's formal complaints process:

Stage 1

If you wish to make a formal complaint you may make your complaint verbally to any member of staff who will be able to help you. Alternatively may contact the Quality Improvement Team by writing to:

**Sussex MSK Partnership East, PO BOX 3196,
Eastbourne, East Sussex, BN21 9QH**

If it is felt that your complaint can be rectified promptly, you may be contacted by telephone and if appropriate, a meeting arranged.

However, if the matter cannot be resolved quickly, the following process will be followed.

- A written acknowledgment of your complaint will be sent to you within 3 working days of receiving your complaint.
- A detailed, written response will be sent to you within 25 working days of receiving your complaint.

If, for any reason, it has not been possible to complete the investigation within this timeframe, you will receive a letter explaining the reasons why, along with an anticipated date for the completion of the investigation.

Stage 2

If you are unhappy with the response you receive, you may write to the Managing Director of Sussex MSK Partnership East, at the address on the previous page.

The Managing Director will review your complaint and the initial response you will receive:

- A written acknowledgement of your complaint will be sent to you within 3 working days of receiving your complaint.
- A detailed, written response will be sent to you within 25 working days of receiving your complaint. The reply letter will include commentary stating whether or not the complaint has been upheld and will provide emphasis on changes to improve our service as a result of your complaint.

If, for any reason, it has not been possible to complete the investigation within this timeframe, you will receive a letter explaining the reasons why, along with an anticipated date for the completion of the investigation.

