

## Experiencing Difficulties with our Service?

Sussex MSK Partnership East is an organisation which commissions services to treat people with muscle and joint problems. We work with healthcare providers to ensure patients get the best outcomes and experience possible, but things do occasionally go wrong. Your comments, compliments and complaints help us to understand your experience of our services, and identify where changes or improvements are needed. If you have not had a satisfactory experience of using our services, we want to make it easy for you to talk to us so that we can try to put things right as quickly as possible. When you get in touch, we will explain clearly what you can expect us to do.

### Talk to us

In the first instance, please contact the person you know from the service you are using and tell them what the problem is. They can usually address any concerns you have quickly. If you would prefer not to talk to that person, you may choose to contact:

- The manager of that service
- Your local Healthwatch
- Sussex MSK Partnership East Senior Management

You can contact Sussex MSK Partnership East by phone via: **0300 300 0003**

### Making a formal complaint to Sussex MSK Partnership East

If you wish to make a formal complaint you can do so by writing to the Quality Improvement Team at:

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

Or email: **smskpcomplaints.east@nhs.net**

### What happens next?

- You will be sent written acknowledgement of your complaint within 3 working days from receipt of your complaint
- If your complaint relates to another organisation we will ask for your consent to contact them on your behalf
- You will receive a detailed written response within 25 working days of receiving your complaint and consent if necessary

If for any reason, it has not been possible to complete the investigation within the above timeframe, we will get in touch to explain the reasons why, along with an anticipated date for the completion of the investigation.

[If you are unhappy with the response you receive](#)

If you are unhappy with the response you receive, please get back in touch to share your concerns. We will investigate further if required and may invite you to attend a meeting to discuss how we make things right.

If you remain dissatisfied with the outcome of the response to your complaint 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.

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](http://www.ombudsman.org.uk)**

You can write to the Ombudsman at:

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