

Talk to Us: Compliments, Comments, Concerns or Complaints

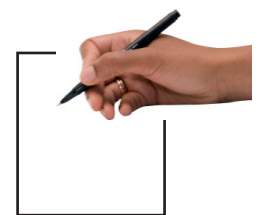
You have the right to raise concerns or to make a complaint about your care or treatment.



You can comment on the service offered by speaking directly to staff.



Or you can write a letter to the ward or department.



If you would prefer to speak to someone who is not part the ward or department you can speak to the patient advice.



You can telephone between 9am till 5pm

Monday to Friday

Telephone: 01484 343800

You can email PALS at patientadvice@cht.nhs.uk

Feedback can also be provided through our website at www.cht.nhs.uk



Letters of complaint should be addressed to:

The Patient Advice and Complaints Department
Calderdale and Huddersfield NHS Foundation Trust
Acre Street
Lindley
Huddersfield HD3 3EA

Email: patientadvice@cht.nhs.uk

The complaint will be given to a member of staff to investigate they will ring you to talk it through.

If your complaint is about services not provided by our Trust.

We will contact you to ask you if you want a separate or joint response.

If you would like a joint response we will need your permission to share information with the other agencies involved.



Once the investigation is complete they will write a letter to you to explain the findings and what actions have been taken.



If you need support to understand the letter or would prefer to meet this will be arranged.



If you are not happy with the complaint response you can contact the patient advice team.



If you are not happy with how we have dealt with your complaint you can contact the Parliamentary and Health Service Ombudsman.

The ombudsman makes final decisions on complaints that we have not been able to resolve.



Their service is free for everyone.
To take a complaint to the ombudsman go to:
www.ombudsman.org.uk

or telephone 0345 015 4033



Do you need support?

The NHS Complaints Advocacy can provide independent advice and support.

For Halifax Residents:

Healthwatch Calderdale
Elsie Whiteley Innovation Centre
Hopwood Lane
Halifax
HX1 5ER
Tel: 01422 399433
Email:
info@healthwatchcalderdale.co.uk



For Huddersfield Residents:

Touchstone Advocacy Service
Dewsbury Business Centre
13 Wellington Road East
Dewsbury
WF13 1HF
Tel: 01924 460211
Email:
advocacy@touchstonesupport.org.uk

If you have any comments about this leaflet or the service you have received you can contact :

Amanda McKie
Matron lead for learning disabilities
via switchboard
01484 342000

www.cht.nhs.uk



**Calderdale and Huddersfield NHS Foundation Trust
has a no smoking policy across all buildings.**

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce,
obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych
informacji w innym formacie lub wersji językowej,
prosimy skontaktować się z nami, korzystając z ww.
danych kontaktowych

ਬ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਰ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم
المذكور أعلاه"