

How to make a 'formal' complaint



Are you unhappy about something that has happened in hospital, when you came to visit or stayed the night?



This leaflet tells you how to make a 'formal' (serious) complaint.

You will not get into trouble for complaining!



Sometimes, hospital staff do something wrong. If this happens, we try to put it right, and do better next time.

What to do first



If you are unhappy about something that has happened in hospital, speak to the matron (nurse) on the ward.

You can also talk to PALS – our Patient Advice and Liaison Service.

If you are still unhappy



You can write a letter or email to:

The Chief Executive
Oxford University Hospitals NHS Trust
Headley Way
Headington
Oxford OX3 9DU

complaints@ouh.nhs.uk



Write your letter or email as soon as possible.



Tell us as much as you can about you, and about what has happened.



If you are unhappy about more than one thing, give them all numbers.



Tell us what you want us to do to make things better.

What we do when we get your letter/email



We will write to say we received your letter within **3 days**.



We will find out what went wrong and reply properly in **25 working days**.

We will tell you what we are going to do about the things that made you unhappy.



We will try to do better next time.



If you are unhappy with our reply, write a letter or email to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

London SW1P 4QP

phso.enquiries@ombudsman.org.uk



You can find out more on our website:

www.ouh.nhs.uk

Do you need help to make your complaint?



Do you need someone to help you make your complaint?



You can ask the **Independent Complaints Advocacy Service (ICAS)** to send someone.



Call **0300 343 5718**

or



Email: oxford.office@seap.org.uk