

Overcoming the obstacles - Not just talking the talk

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NHS Complaints Procedure

- Resolve at front line
- Resolve in 28 days
- Support available
- Full investigation
- Address all issues
- Right of appeal

Making a complaint

About NHS complaints Professional misconduct Legal action and other forms of complaint


[Tips on how to make a complaint](#) | [NHS complaints procedure](#)

The NHS complaints procedure explained

If you're not happy with the care or treatment you've received or you've been refused treatment for a condition, you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

[The NHS Constitution](#) explains your rights when it comes to making a complaint. You have the right to:

- have your complaint dealt with efficiently, and be properly investigated
- know the outcome of any investigation into your complaint
- take your complaint to the independent [Parliamentary and Health Service Ombudsman](#) if you're not satisfied with the way the NHS has dealt with your





Torture of the NHS complaints procedure

- Denial
- Defensiveness
- Delay
- Not candid
- Minimalise concerns
- Lack of information
- Loss of records
- Inaccurate case notes
- Failure to explain complaints process
- Lack of independent advice





Performance indicators

- Anonymised Serious Untoward Incident / Incidents
- Mortality
- Surgeons performance
- Staff / Patient surveys
- Anonymised complaints
- Peer reviews
- Staffing levels / skill mix / sickness rates
- Infection rates
- PHSO
- Rule 24





Turning the NHS the right way up





Contact us:



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