

Compliments and Complaints

Plymouth Hospitals Charity aims to provide a quality service for everyone we meet. We want to work in an open and accountable way, building the trust and respect of all our supporters. One way we can continue to improve our services is by listening and responding to your views and, if we receive complaints, by responding positively and by putting mistakes right.

We also like to hear about things that have gone well. If you'd like to tell us if something we've done has worked well for you, then do call, write or share via social media. We appreciate hearing what works out well.

Overall we aim to ensure that...

- making a complaint is as easy as possible
- we resolve informal concerns quickly, politely and, when appropriate, confidentially
- we respond to complaints in a timely way
- we respond in the right way - for example, with an explanation, an apology where we have got things wrong, or information on any action taken
- we learn from complaints and compliments and use them to improve our service, and every year measure how we are doing, what is working and what we need to improve.
- And when things go well, we build on the learning and that helps shape how we can improve other areas too.

1. What to do if you are dissatisfied

If you feel able, speak to the member of staff who is working with you, otherwise, ask for their manager. They will work with you informally, in the first instance, to try to resolve the problem.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied with this solution, you may wish to make a formal complaint. We will acknowledge receipt of a complaint, set and inform you of a realistic and reasonable time limit for the complaints process. In the event that it is not possible to meet the timescale set out, we will ensure you are kept up to date and explain the reasons for the time taken.

The charity will ask someone who is independent of the events complained about to investigate your concerns. We will listen to you and understand the outcome you are seeking. We will ensure there is an opportunity for a response to any allegations made.

2. Reaching a decision

We will respond openly and explain whether the charity considers the points are justified or not and provide you with a clear and evidence-based reasoning. We will be respectful and acknowledge your experience. We will attempt to present why we believe our decision is fair, appropriate and proportionate.

Please write down your complaint and send it to:

Corinne Bailey
Charity Manager
Plymouth Hospitals Charity
Level 5, (opposite Pharmacy)
Derriford Hospital
Plymouth PL6 8DH
Phone Number 01752 430332
Email: c.bailey2@nhs.net