



## WE LISTEN TO WHAT YOU SAY

*We welcome feedback on the care and service you receive*

### **A guide to making comments**

We aim to provide a caring, high quality service and are always pleased to receive feedback from you, your family or friends. If you are happy with your own experience, we would like to hear from you – this helps us to know when we get it right. But more importantly, we need to know when we have not met your expectations.

### **A guide to making complaints**

We have developed a complaints process which, we hope, is easy for you to follow. If you would like to make general comments on this, please feel free to do so. If you wish to make a complaint, please feel free to approach the staff, who have been caring for you. They will endeavour to resolve any minor issues and concerns immediately to your satisfaction.

There are 3 stages to The Horder Centre's formal complaints process:

#### **Stage 1**

If you wish to make a formal complaint, please contact the Director of Quality by writing to her at the Centre or alternatively you may make your complaint verbally. Any verbal complaint will be confirmed in writing and you will be asked to return a signed copy of the complaint.



If you need someone to assist you through this process, the Director of Quality of the Horder Centre or a nominated person will be pleased to assist you.

If the Director of Quality feels the complaint can be rectified promptly, you may be contacted by telephone and if appropriate, a meeting arranged.

However, if the matter cannot be rectified at this time, the following process will be followed:

- A fully detailed, written response within 5 working days of receipt of the complaint will be sent to you. If this is not possible:
- A written acknowledgement of your complaint within 2 working days of its receipt will be sent to you, followed by:
- A detailed, written response within 20 working days of receipt of the complaint.
- If, for any reason, it has not been possible to complete the investigation within this timeframe, you will receive a letter giving you the reasons why, along with an anticipated date for the completion of the investigation.

If you are an NHS patient, you may wish to lodge your complaint directly with the referring (purchaser) Chief Executive or nominated officer immediately. The complaint will be handled using the NHS's complaints process.



You have the right to inform:

PVH Regional Manager  
Healthcare Commission  
Finsbury Tower  
103-105 Bunhill Row  
London EC1 8TG

The Regional Manager is responsible for registering

Tel: 0845 601 3012

E-mail: [londonsoutheast.ihccomplaints@healthcarecommission.org.uk](mailto:londonsoutheast.ihccomplaints@healthcarecommission.org.uk)

Website: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

## Stage 2

If you are unhappy with the Director of Quality's response, you may write to the Chief Executive at:

The Horder Centre  
St. John's Road  
Crowborough  
East Sussex  
TN6 1XP

The Chief Executive will perform the investigation.

A fully detailed, written response within 5 working days of receipt of the complaint will be sent to you. If this is not possible, again you can expect:

- A written acknowledgement of your complaint within 2 working days of its receipt.
- A detailed written response within 20 working days of receipt of the complaint.



- If for any reason it has not been possible to complete the investigation within this timeframe, you will receive a letter giving you the reasons why, along with an anticipated date for the completion of the investigation.

### Stage 3

If you remain dissatisfied with the outcome of the review by The Chief Executive, you may refer your complaint to the Healthcare Commission for an independent, external review within 2 months of receiving your final reply from the Chief Executive. You can contact the Healthcare Commission at the address above.

St John's Road  
Crowborough  
East Sussex  
TN6 1XP  
Tel: 01892 665577  
Fax: 01892 662142  
[www.hordercentre.co.uk](http://www.hordercentre.co.uk)