

Contact Details

Customer Services

Letter: The Lodge, Moseley Hall Hospital, Alcester Road,
Moseley, Birmingham, B13 8JL

Phone: 0800 917 2855

Email: contact.bchc@nhs.net

Complaints and Concerns

Letter: Trust Headquarters, 3 Priestley Wharf, Holt Street,
Birmingham Science Park, Aston, Birmingham, B7 4BN

Phone: 0121 466 7345

Email: complaints.bchc@nhs.net

VoiceAbility

Letter: Mount Pleasant House, Huntingdon Road,
Cambridgeshire, CB3 0RN

Phone: 0300 330 5454 (local rate)

Minicom: 0786 002 2939

Email: nhscomplaints@voiceability.org

Website: www.voiceability.org

Healthwatch Birmingham

Phone: 0800 652 5278

Email: info@healthwatchbirmingham.co.uk

Tweet at @HWBBrum

www.healthwatchbirmingham.co.uk

Parliamentary and Health Service Ombudsman

Phone: 0345 015 4033

Minicom: 0300 061 4298

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

West Midlands Paediatric Sexual Assault Service

**Delivering Best Care,
Preserving Best Evidence**

Information for service users

Comments, Concerns and Complaints

Birmingham Community Healthcare **NHS**
NHS Foundation Trust

Comments, Concerns and Complaints

The Process

We very much welcome your views on our services which allows us to share information and provide you with a service that meets your needs. If you have any feedback you may do this either in person, by telephone, email, fax or letter. Please send your feedback to Customer Services directly (details on the back page of this leaflet).

If you are unhappy with the care or service provided, please ask to speak with the Clinician or Manager who manages the service. The Clinician or Manager will try to resolve your concerns or complaint immediately.

If you would prefer to speak with someone else about your concerns, please contact our confidential Customer Services Department who will listen and provide advice, support and information. Customer Services will try and resolve the problem within 24 hours. This service is available for service users, relatives, carers and members of the public who wish to raise concerns regarding the care received or the service provided.

If it is not possible to resolve the problem within 24 hours, Customer Services will inform you as to when they hope to be able to do so. If you remain dissatisfied, your details will be forwarded to the Complaints Department with your consent (contact details on back page). At any time, however, you may contact the Complaints Department directly to make a formal complaint.

What happens next?

Once your formal complaint is received, you will be contacted by the Complaints Department to confirm the details and how you would like things to be resolved if appropriate to do so. The process will be explained and if you are not the patient, arrangements will be made to gain his/her consent. You will be kept informed of progress with the investigation.

When will I receive a response?

In accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, the Chief Executive of the Trust is responsible for ensuring processes are in place to ensure that complaints are dealt with appropriately.

We are committed to responding to you as soon as possible, but the Complaints Department will keep you informed of the progress of the investigation. You will be offered the opportunity of meeting with the Complaints Team or the Customer Services Department and staff members involved in your complaint once you have received the final response from the Chief Executive, but if you have any concerns or you wish to meet at any time during the process please contact the Complaints Department (details on the back of this leaflet).

Will anything be different as a result of my complaint?

Concerns and complaints offer the organisation a real opportunity to learn from service users' experiences and improve services for other service users.

We will share learning and any plans for service improvements that have been identified as a result of your formal complaint. The response you receive will include this information providing it does not compromise confidentiality.

If you are still accessing the services you complained about, we would like to reassure you that you will not be disadvantaged as a result of doing so. If you feel you have been treated differently or unfairly after raising concerns or making a formal complaint, please contact the Complaints Department.

If you require support in raising concerns or making a complaint, you can contact the [NHS Complaints Advocacy Service, VoiceAbility, on 0300 330 5454](#).

If you remain dissatisfied when you have received the written response to your complaint, you can ask the Parliamentary and Health Service Ombudsman to review your case. The contact details are at the back of this leaflet.

If you would like to receive this information in alternative formats please contact [Customer Services on 0800 917 2855](#) who will forward your enquiry on to the relevant team.