

Remarkable people.
Extraordinary place.



Help us get better at what we do

How to raise a concern, compliment or
make a complaint



Help us improve

We know sometimes we don't get things right. That is why we take complaints very seriously and welcome feedback in all forms to help us improve our services. We will make time to listen to you and act on what you say.

It is absolutely fine for you to ask us a question, raise an issue or ask us for something at any time. We will do our best to answer you. Talk to the people who are caring for you.

Resolving issues as soon as we can

If the people caring for you/your loved one cannot answer your questions and/or you would like to make a complaint or give us feedback, please contact our **Patient Advice and Liaison Service (PALS)** in the first instance by contacting us on **01482 623065**, or via email at **hyp-tr.pals.mailbox@nhs.net**.

You should do this as soon as possible after a problem or issue arises. Speaking up will not affect the care or service you receive from us.

If it is not possible to raise your complaint immediately, please do so as soon as you can. This should be within 12 months of

when you became aware of the problem. We may not be able to help you after that.

We will acknowledge your complaint within three working days. If your complaint is straight forward and easy to resolve, we will try to do that as quickly as possible. This is usually within a few days.

If we need to take a closer look

If your complaint is more complex, we will need time to take a closer look at it and carry out an investigation. We will arrange a time to speak to you to make sure we understand your issues and the outcome you would like.

We will explain how we will investigate your complaint and tell you how long that is likely to take. We will agree with you how and when you will be involved and kept updated as we carry out this work.

During our investigation we will:

- keep you updated on our progress
- gather and consider any relevant evidence from you and anyone else involved - this may include looking at any records about the care or service provided to you
- make sure we have your

- permission to look at any personal information
- compare what happened to you with what should have happened - using the right standards, policies and guidance
- give you an open and honest answer and make impartial decisions based on the facts
- write and tell you what we have found
- apologise if something has gone wrong and put things right for you as soon as we can
- make sure we learn from what you have told us, particularly if it could affect other patients or service users.

Making sure you have help and support

If you would like help making your complaint, then you should contact our local NHS advocacy provider. Their service is free. They are independent and they are there to help you every step of the way. If you would like to talk to them about helping with your complaint you can contact them by phone/text, email or in writing. Their full details are below.

Cloverleaf Advocacy
0300 012 4212 / 07860 021502
NHSComplaints@cloverleaf-advocacy.co.uk

East Riding Independent Health
Complaints Advocacy Service,

Cloverleaf Advocacy, 5th Floor,
Empire House, Wakefield Old
Road, Dewsbury, West Yorkshire,
WF12 8DJ

Complaining on behalf of someone else

You can complain on behalf of somebody else. We will need their consent so we can look at their personal records and share what we find with you. If you require a consent form, please email the request to **hyp-tr.pals.mailbox@nhs.net** or request a copy to be posted to your address.

In some cases, the person may not be able to provide their consent, for example if they are a young child. If that is the case and you are not legally allowed to see their personal information, we may still be able to look into the matter for you. We may be able to give you a response but we will not be able to share any of their personal information with you. If you need help with this issue, please speak to our local NHS advocacy provider, details above, or contact **hyp-tr.pals.mailbox@nhs.net**.



Taking your complaint further

Once we have sent you our final response, if you're not happy with how we've dealt with your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman.

The Ombudsman makes final decisions on complaints that have not been resolved by the NHS. The service is free for everyone. To take a complaint to the Ombudsman or to find out more, go to www.ombudsman.org.uk or call **0345 015 4033**.

Useful contact details

Humber NHS Foundation Trust

For concerns regarding mental health and learning disability services.

Tel: 01482 303930

Email: pals@humber.nhs.net

Yorkshire Ambulance Service

For concerns regarding patient transport and ambulance services.

Tel: 03331300549

Healthwatch

An independent consumer champion for the community, influencing local health and social care services.

Tel: 03000120421

Email:

enquiries@healthwatchkingstonuponhull.co.uk

enquiries@healthwatchcheastridingofyorkshire.co.uk

Let's make
complaints
count



We would like to assure you that raising a concern will not prejudice the treatment or care provided to an individual.

Under the General Data Protection Regulation and the Data Protection Act 2018, we are responsible for maintaining the confidentiality of any information we hold about you. For further information, visit the Trust's website page: [Confidential information about you](#)