

# How to make a Complaint

The Colte Partnership aims to provide a quality service to our patients. If you have a concern about the care provided by your Branch, we would be grateful if you could bring this to the attention of the Branch management team so that they may investigate and hopefully improve the service we offer by addressing your concerns.

In line with NHS guidelines and specifically the NHS Complaints regulations 2009, each of our Branches operates an in-house complaints procedure designed to deal with your complaint quickly and efficiently. Each Branch has a designated complaints lead, please speak to the reception team who can advise who this is.

If this is not possible and you wish to make a complaint, please let us know as soon as possible to help us establish what happened more easily. A complaint must be made within 12 months of the incident which is the cause for concern occurring. Please address your complaint to the Branch Manager. Please give as much detail as you can to assist with the investigation.

We will acknowledge your complaint within three working days. If you wish, we can arrange for a meeting with you to discuss the findings. We endeavour to respond to your complaint as soon as reasonably possible after the investigation.

Please note that all Branches adhere strictly to the rules of confidentiality, and we cannot provide confidential information if you are making a complaint on behalf of someone else, without first receiving written permission from the patient concerned.

We would hope to be able to deal with most queries at the time they arise and with the person concerned.

If you feel you need assistance with your complaint, you can contact the Patient Advice Liaison Service who will be able to provide you with advice, feedback and handle any complaints you may have.

If you feel your complaint has not been resolved by the branch please contact;

## **The Partnership Executive Team**

Head of Operations & Quality  
The Colte Partnership  
01206 636 700  
[sneeicb-nee.colte@nhs.net](mailto:sneeicb-nee.colte@nhs.net)  
Colte House  
Threshelfords Business Park  
Inworth Road  
Colchester  
CO5 9SE

## **PALs (Patient Advice and Liaison Service)**

Freephone: 0800 389 6819  
(between 9:00am – 3:45pm Monday – Friday,  
excluding bank holidays)  
Email: [sneeicb.complaints@nhs.net](mailto:sneeicb.complaints@nhs.net)  
Patient Advice and Liaison Service (PALS)  
Endeavour House  
Russell Road  
Ipswich  
IP1 2BX

If you remain dissatisfied with the response to your complaint, you have the right to ask the **Parliamentary and Health Service Ombudsman (PHSO)** to review your case. If you would like to discuss this possibility, please contact the Ombudsman's Helpline on;

0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Parliamentary and Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London,  
SW1P 4QP