

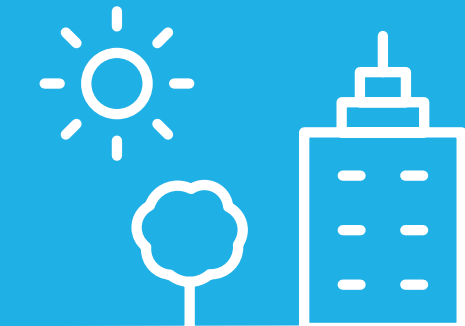


**DURHAM DALES
HEALTH FEDERATION**

—
Innovation House
27 Longfield Road
South Church
Bishop Auckland
DL14 6XB

—
01388 665 910
www.ddhf.co.uk

**DDHF
COMPLAINTS
PROCEDURE**



MAKING A COMPLAINT ABOUT DDHF

DDHF and its staff work hard to provide high quality care to everyone who uses our services.

We take all complaints seriously and are committed to fully investigating any situation where people who use our services are not satisfied.

To make a complaint, please contact us at:

complaints@ddhf.co.uk

**DDHF Complaints
Innovation House, 27 Longfield Road Bishop Auckland, Co. Durham, DL14 6XB**

Please include as much information as possible to help us understand the issue.

CAN I GET HELP TO MAKE MY COMPLAINT?

If you want someone to help with your complaint, or need more information about what to expect, you can talk to the **North East Independent Complaints Advocacy** service.

This is a free, independent service available to anyone with a complaint about NHS services. **You can call them on freephone 0808 802 3000.**

WHAT WILL HAPPEN TO MY COMPLAINT?

In line with DDHF's complaints procedure, we will:

- Acknowledge receipt of your complaint within 3 working days.
- Respond to your complaint on an individual basis and negotiate any timescales with you as required.
- Investigate the basis of your complaint, gathering information from staff members where relevant.
- Keep you updated throughout the process.

WHAT IF I AM NOT SATISFIED WITH THE OUTCOME?

We hope that by setting out our process and carrying out a thorough investigation that we will be able to resolve your issue.

When we provide you with our response and our findings, you can let us know if there is anything you feel has been missed.

However, if you are not satisfied by this process and outcome, you can refer your complaint to the **Parliamentary and Health Service Ombudsman** who can make a final decision.

This is a free service to all patients. We will give you details on how to do this as part of our resolution letter.

WHAT ELSE DO I NEED TO CONSIDER?

When thinking of making a complaint, please keep in mind that:

- **Complaints should normally be made within 12 months of an incident or of the matter coming to your attention.** This time limit can be extended provided you have good reasons for not making the complaint sooner and it's possible to complete a fair investigation.
- **If you're complaining on behalf of someone else, please include their written consent** with your letter or email as this will speed up the process.
- If your complaint is on behalf of a child, someone without the capacity to make their own decisions, or somebody who has died, **we need to be sure that it's reasonable for you to represent them.** Please provide supporting information for this with your complaint.