

Contact us



To make a complaint, write to:

*Michelle Bennett
Quality Office
Local Care Direct
Lexicon House
Wilmington Grove
Leeds
LS7 2BQ*

or by

Telephone: 0113 220 6596

or log on to our Website

www.localcaredirect.org

Where you can send your concerns to us via the internet.



Local Care Direct

Phone: 0113 220 6596

E-mail: www.localcaredirect.org

Local Care Direct

Compliments and Complaints



**Our Promise:
To put patients first**

Compliments and Complaints

If you liked the service you received from us, tell everybody.

If you didn't like the service you received, tell us!

If you have concerns about any aspect of your care or treatment, please let us know.

Local Care Direct works hard to provide quality services and we are sorry when the care, treatment or facilities fall short of the expectations of our patients and their families. We want to know when things go wrong so that we can put them right, and can learn from your experience, how to improve our service.

We take all complaints seriously and take action where appropriate.

This leaflet will help guide you through actions you can take to try to resolve your problem.

First steps

Please ask to speak to the person in charge of the, area or department your complaint relates to and they will try to resolve your complaint immediately.

How to make a complaint

If your complaint cannot be resolved informally, you should contact the Complaints department. The address is given at the end of this leaflet. In your letter you need to give full details of the concerns that you would like us to investigate.

You should make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

If you need help in making a complaint or you need more information about the Complaints Procedure, you can contact the Independent Complaints Advocacy Service (ICAS). Their telephone number is 0845 120 3735.

The complaints procedure

Local Care Direct has a procedure for dealing with complaints received from patients, relatives, friends and carers.

This procedure has three stages:

Stage 1 - Acknowledging your complaint

We aim to acknowledge receipt of your complaint within three working days of receiving it.

Stage 2 - Investigating your complaint

We will investigate your complaint.

Stage 3 - Responding to your complaint

We aim to provide a full written response to your complaint within 25 working days. If we are unable to complete our investigation within the promised time, we will write and tell you the reason for the delay.

If for any reason, you do not feel that your concerns have been fully addressed, then you have the following options:

- a) You may discuss the matter further with an independent lay person who acts as an intermediary in such cases. If you wish to pursue this or would like more information about the conciliation process, please either telephone the above number or write to us.
- b) Alternatively, you may ask the Health Service Ombudsman to review your case. The health Service Ombudsman is an independent body established to promote improvements in healthcare and is responsible for reviewing formal complaints about the NHS. They can be contacted by telephone 03450154033 or write to the Ombudsman, Millbank Tower, Millbank, London, SW1P4QP or visit their website at www.ombudsman.org.uk Please note that this should be within 6 months.

Making a complaint on behalf of someone else

If you are complaining on behalf of another person - relative, friend or a person you are looking after - we will need their written authorisation for the disclosure of personal health information to you. A form will be sent to you with our acknowledgement of your complaint. We will be unable to respond to your complaint until we receive the completed, authorised form.

Patient confidentiality

During the investigation of your complaint, information from your health records may need to be disclosed to the investigating team. If your complaint goes to the Health Service Ombudsman, information from your health records may also need to be disclosed to their representatives. Only information relevant to your complaint will be disclosed.