

Guidance for clinical complaints

This information is to help you understand what happens after you raise a complaint or concern with any element of care at Martlets.

When will I get a response

We aim to respond to all feedback in a timely manner.

Verbal feedback given face to face may be dealt with in the moment.

If you have written to us, via post or email, you can expect a reply within 7-14 working days. Depending on the nature of the issue raised, we may need further time to investigate, and we will ensure you are aware of the timeframe this may take.

If we are responsible for making a mistake

Although we do everything we can to get things right, occasionally we get things wrong. If this happens we will

- Explain what has gone wrong
- Apologise for our mistake
- Take action to put things right

If you're unhappy with our response

We hope our investigations will give you a full answer. If not you have the following choices

- Write to our CEO (please add the ceo email and address)
- Parliamentary and Health Service Ombudsman, Milbank (please check latest address and contact email)