

## INDEPENDENT REVIEW

We aim to resolve all complaints internally. However, if you are not satisfied with the outcome of the response to your complaints that may refer your complaint to the Ombudsman.

**The Parliamentary & Health Service Ombudsman** ([www.ombudsman.org.uk](http://www.ombudsman.org.uk))

Telephone: 0345 015 4033 Textphone: 0300 061 4298

## WHERE CAN I GET HELP WITH MAKING A COMPLAINT?

NHS Complaints Advocacy can help if patients believe they have not had the service they expected from the NHS service and want to complain, using the NHS complaints process.

**The Carers Federation (Greater Manchester Independent Complaints Advocacy)**

Telephone: 0808 801 0390 Email: [manchesterica@carersfederation.co.uk](mailto:manchesterica@carersfederation.co.uk)

**NHS Complaints Advocacy Stockport**

Telephone: 0161 989 0029 | 0161 480 8979

Email: [nhscas@stockportadvocacy.co.uk](mailto:nhscas@stockportadvocacy.co.uk)

**Health Watch –**

**Stockport** Telephone: 0161 974 0753 Text: 07871089100

Email: [infor@healthwatchstockport.co.uk](mailto:infor@healthwatchstockport.co.uk)

**Trafford**: Telephone: 0300 999 0303 Email: [info@healthwatchtrafford.co.uk](mailto:info@healthwatchtrafford.co.uk)

## HOW TO MAKE A COMPLAINT

In line with the NHS Complaints Procedure April 2009

To ensure you understand all aspects of the care provided. For example, if you need the information provided in an alternative format (large print, braille, audio), if you find it hard to read our letters or if you need any other assistance, please contact the Quality and Safety team on 0161 476 7001 or email [gands.mastercall@nhs.net](mailto:gands.mastercall@nhs.net).

如果你需要他人為你解釋這份資料的內容，我們可以提供免費的傳譯服務，請致電 0161 477 9000 史托波特傳譯部。

W przypadku gdybyś potrzebował pomocy odnośnie tej informacji, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

যদি এই খবরগুলি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোভাষীর ব্যবস্থা করা হতে পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو این معلومات کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائٹنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات مترجمی رایگان موجود است اگر جهت این اطلاعات احتیاج به کمک داشتید

با شماره تلفن اداره ترجمه استاکپورت تماس بگیرید 01614779000

تنوفر خدمة ترجمة شفوية اذا تطلب مساعدة في فهم هذا المعلومات. نرجو الاتصال اربن رينيول على رقم الهاتف: 0161 477 9000



Web: [www.mastercall.org.uk](http://www.mastercall.org.uk)

Follow Us   

Registered No. 05224356. Registered office: International House, Pepper Road, Hazel Grove, SK7 5BW

## INTRODUCTION

Mastercall Healthcare acknowledges that there may be times when patients feel dissatisfied with the service they have received and have cause for complaint. We always welcome feedback, whether that positive or negative, which we can act upon to improve and develop our services. This leaflet is designed to explain what to do if you want to complain and guide you through our complaint's procedure.

## WHO CAN COMPLAIN

- Patients
- Their relatives (written consent may have to be obtained from the patient)
- The doctor with whom the patient is registered with
- The NHS Complaints Advocacy Service

Please see the back of this leaflet for where to get help with making a complaint.

## TIME LIMITS

It is important that you make your complaint as soon as possible after the event you want to complain about.

Complaints should be made:

- Within 12 months of the event or,
- The time limit can be extended provided you have efficient reasoning for not making the complaint within 12 months.

## HOW TO COMPLAIN

Complaints can be made verbally (over the phone or face to face), in writing or electronically and should be addressed to:

Quality and Safety Team  
Mastercall Healthcare  
International House  
Pepper Road  
Hazel Grove  
Stockport  
SK7 5BW

Telephone: 0161 476 7001 Email: [complaints.mastercall@nhs.net](mailto:complaints.mastercall@nhs.net)

## ACKNOWLEDGEMENT AND RESPONSE TO COMPLAINTS

Complaints will be acknowledged verbally or in writing within 3 working days from having been received by Mastercall Healthcare.

When the complaint has been acknowledged, the complainant will be offered the opportunity to discuss, by telephone or during a meeting how they would like the complaint to be handled. This would include a time period of when the investigation is likely to be completed and when the response is likely to be sent. If the complainant does not accept the offer to discuss, Mastercall will determine the response period and notify the complainant in writing.

Mastercall will investigate the complaint in a manner appropriate to resolve the complaint, quickly and efficiently and will keep the patient informed of any changes.

What to expect after making a complaint:

- Please be assured that your care and treatment will not be affected as a result of making a complaint.
- You should expect appropriate action to be taken following your complaint in relation to any learning points identified.