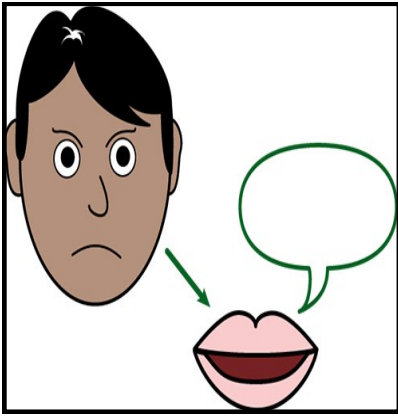# Making a Complaint

Most people do not have problems when using the health services, but sometimes things go wrong.

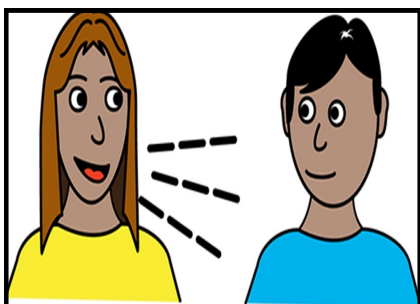If you are not happy with your care or treatment you have the **RIGHT** to complain.

This leaflet is to help you understand how you can complain and what will happen.

Remember, it is ok to complain and you will not be treated differently if you do.

Making a complaint can be a good way of making things change for the better.

If you are not happy with your care or treatment, you should tell someone as soon as possible.

If you need help with this, ask your independent mental health advocate.
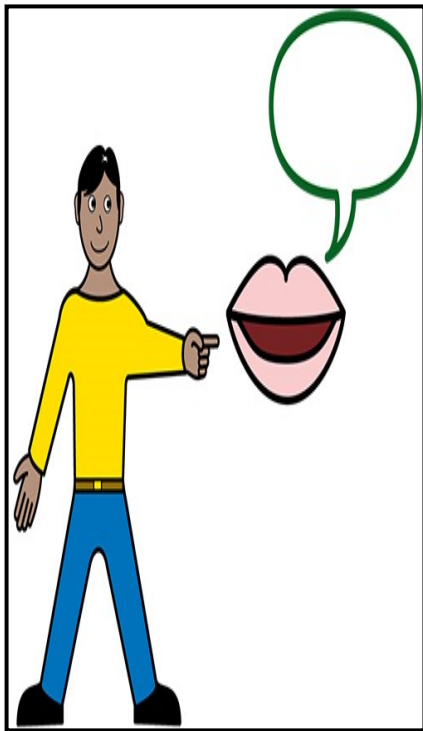
You have a **RIGHT** to an independent mental health advocate, sometimes called an IMHA.

- They can help you understand your rights

- They can help you make a complaint

- They do not work for the hospital and will speak up on your behalf

- The service is free and confidential

If you would like an advocate, speak to the staff, who can give you more information.
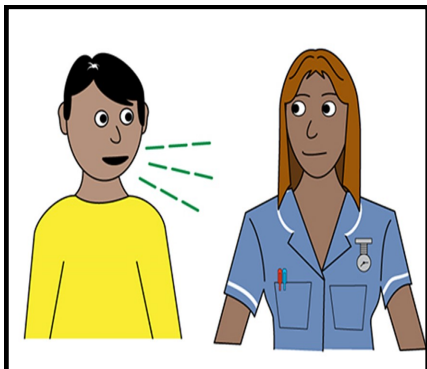
If you are not happy you should speak to one of the hospital doctors or nurses.

Often things can be put right this way.

Local Health Board

If you are still not happy you can complain to you Local Health Board.

Your IMHA can help you raise a concern with the Health Board.

Your Local Health Board must have a written policy explaining how to make a complaint and how they will be dealt with.

Contact details for Local Health Boards and NHS Trusts in Wales are on the website www.wales.nhs.uk or by calling NHS direct on 0845 4647.

The Local Health Board must:

- Let you know they have received your compliant within 2 days

- Offer you the chance to speak to someone who can explain what will happen next

- Investigate your concern

- Provide you with a written response about their findings within 30 days

Ombudsman Wales

If you are not happy with the Local Health Board's response, you can make a complaint to the Public Service Ombudsman for Wales.
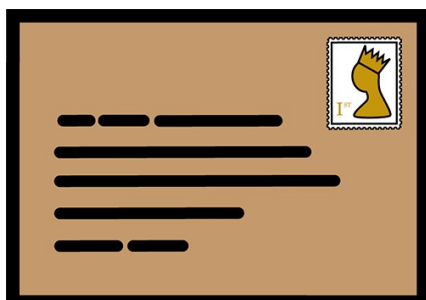
Again your IMHA can help you with this.

You can contact the Ombudsman by:

Phone: 0300 790 0203

E-mail: Ombudsman-wales.org.uk

Writing to:

Ombudsman Wales

1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Health Inspectorate Wales

The Health Inspectorate Wales (HIW) check to make sure that health services in Wales meet the required standards of quality and safety.

They would like to hear about poor care and treatment.

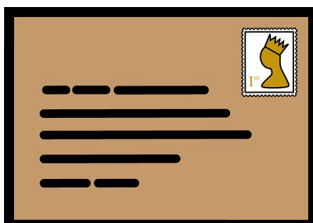This helps them monitor services and check they are meeting the required standards.

They do not investigate individual complaints.

Phone: 0300 062 8163

Email: hiw@wales.gsi.gov.uk

Healthcare Inspectorate Wales

Rhydycar Business Park

Merthyr Tydfil,CF48 1UZ

Mental Health Review Service

The Mental Health Review Service monitors the use of the Mental Health Act.

This service is run by the Health Inspectorate Wales.

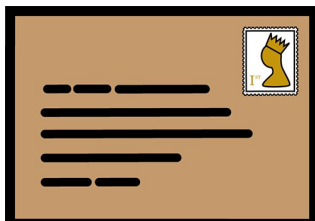It protects the interests of people whose rights are restricted under that Act.

It checks that people are lawfully detained and well cared for under the Mental Health Act.
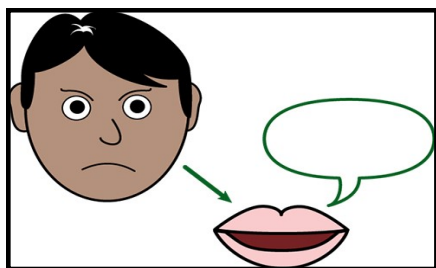
Phone: 0300 062 8327

Email: rsmh@wales.gsi.gov.uk

Review Service for Mental Health
Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil, CF48 1UZ

Complaining about a Health or Social Care Professional

If your complaint is about one of the hospital staff, you can make a complaint to their regulatory body.

For doctors, including psychiatrists complain to the General Medical Council

Website: gmc-uk.org

For Nurses complain to the Nursing and Midwifery Council

Website: nmc.org.uk

For occupational or speech and language therapists, psychologist, dieticians and physiotherapists complain to the Health and Care Professions Council

Website: hpc-uk.org

For social workers complain to the Care Council for Wales

Website: ccwales.org.uk