

Feedback

Your feedback is important to us so that we can ensure we always provide the best possible service for our patients.

If you wish to register positive or negative feedback, we have “Feedback Forms” readily available in all our public and clinical areas for you to record your level of satisfaction of our services. If you are unable to find one, please ask any of our staff for a copy of the Channel Health Alliance “Feedback Form”.

A verbal expression of thanks is always well received but a written record of your level of satisfaction for our staff and commissioners is always very much appreciated. We can share that information to celebrate our successes and work to improve any weaknesses.

However, we understand that sometimes, we may fall short of your expectations or requirements, therefore we have set out the process for making a formal complaint should you feel that is necessary.

How to make a complaint

Channel Health Alliance is committed to ensuring its as easy to make a complaint as it is to give us positive feedback, and we will ensure that the issues raised are dealt with and addressed, promptly and fairly.

We are confident that our complaints procedure meets the needs and objectives of all complainants regardless of racial or cultural background, gender or sexual orientation, religion, or disability.

Our system of dealing with your complaint complies fully with the requirements set out in the NHS Complaints Procedure, and in line with NHS Ombudsman guidance.

Verbal Complaints

Wherever possible it is most beneficial for complaints to be made verbally and dealt with at the time they arise, by the appropriate clinician or their immediate manager, so that the matter can be dealt with as quickly as possible. A record of any complaints made and handled verbally will always be sent to the Head of Nursing & Quality for official recording and further learning.



Formal Complaints

People wishing to make a formal written complaint are advised to put their concerns in writing, addressed to the Head of Nursing & Quality via cha.quality@nhs.net or by letter, addressed to CHA Head of Nursing & Quality, 1st Floor, Victoria House, 1 Maison Dieu Road, Dover CT16 1RW

If a formal complaint is made verbally to any member of staff, a written record detailing the issues of concern will be prepared by that member of staff and given to the complainant asking them to confirm that the issues of concern have been correctly understood and to sign the written record.

If you wish to make a formal complaint as described above, please let us know: -

- Your name, address, email (if possible) and a daytime telephone number
- A summary of what has happened with dates
- A list of Questions you would like answered
- What you would like to happen as a result of your complaint
- Permission for us to share the complaint with those who need to take part in the investigation,
- If you are complaining about care given to another person we will require their permission to investigate.

We aim to respond to any formal complaint within 28 days.

As an NHS Service provider – Channel Health Alliance complies with the NHS Constitution which sets out your rights as a patient and explains the commitments the NHS has made to providing you with a high-quality service.

Organisations providing NHS care must take account of the NHS Constitution when treating you so you may find it helpful to refer to it if you are thinking of making a complaint.

For details go to: -

www.gov.uk/government/publications/the-nhs-constitution-for-england

[If you remain unsatisfied with our response to your complaint you have the right to raise your concerns with the Parliamentary Ombudsman.](#)



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Channel Health Alliance

Welcome to Channel Health Alliance

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Compliments or Complaints ...

Your feedback regarding our services is important to us

