



# Local Care Direct's Compliments and Complaints

If you would like to contact us please call us on 0113 220 6596,  
visit our website [www.localcaredirect.org](http://www.localcaredirect.org) or email us at  
[governance@lcdwestyorks.nhs.uk](mailto:governance@lcdwestyorks.nhs.uk)



# Compliments and Complaints

*If you liked the service you received from us, tell everybody. If you didn't like the service you received, please 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 expectations.

We want to know when things go wrong so that we can put them right, and learn so that we can improve our services.

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 a problem.

We want to hear from you if you're pleased with our services. Knowing when we get things right can help us to continue providing great care. If you would like to say thank you or well done you can do this by email to [governance@lcdwestyorks.nhs.uk](mailto:governance@lcdwestyorks.nhs.uk) or by using the form on our website. *Thank you*

## 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, please contact the Complaints department via email: [governance@lcdwestyorks.nhs.uk](mailto:governance@lcdwestyorks.nhs.uk) and provide details of the concerns you would like us to investigate. If you would find it easier, please use our feedback form on the "contact us" page on our website.

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 if it is still possible to investigate your complaint.

If you need help 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.



## **Our complaints procedure**

Local Care Direct has a procedure for looking into and acting on complaints received from patients, relatives, friends and carers. This procedure has three stages:

### **Stage 1 - Acknowledging your complaint:**

we aim to let you know that we have received your complaint within three working days.

### **Stage 2 - Investigating your complaint:**

we will look into your complaint.

### **Stage 3 - Responding to your complaint:**

we aim to provide a full written response to your complaint within 40 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 call us on 0113 220 6596 or email 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. You can contact them by telephone on 03450 154 033, you can write to the Ombudsman, Millbank Tower, Millbank, London, SW1P4QP or visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk) Please note that this should be within six months.

## **Making a complaint on behalf of someone else**

If you are complaining on behalf of another person - a 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.



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More information can be found on our website.

If you need this booklet in braille, audio, large print or another language, please email [info@lcdwestyorks.nhs.uk](mailto:info@lcdwestyorks.nhs.uk)

You can also contact us on:

 01484 487262

 @LocalCareDirect



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