



Patient Information

Comments, Concerns & Complaints

This leaflet explains:

- How you raise concerns, make comments or report complaints about the healthcare you receive
- What will happen when you make a complaint
- What to do if you are not happy with our response

Your healthcare service is provided by Care & Custody Police Services. Our staff will always try to provide you with good quality care however if you are unhappy with the service provided by our healthcare staff, we have a complaints procedure which will help us investigate your concerns.

This leaflet will help you understand how to raise your concerns with us or to simply make a comment or suggestion about the care you have received.

Can my complaint be resolved at the time?

Yes, depending on the nature of the complaint. Please speak to a member of the healthcare or custody staff. They will try to resolve the matter there and then or give you an explanation of why this may not be possible and what you should do next.

What if I don't want to speak to staff at the time or they cannot resolve the problem?

You can make a complaint by writing a letter, sending an email or making a telephone call. You will find all the contact details on the back of this leaflet. The complaint should be made within 12 months of the incident occurring.

If you need help during the process you can contact your local Independent Complaints Advocacy Service or Patient Advice and Liaison Service

What happens next?

Within 3 working days of receiving your complaint we will send you an acknowledgement letter and a date by which we will try to respond to your concerns. We

aim to send you a letter letting you know the outcome of our investigations within 25 working days of when we first received your complaint. Sometimes however this can take a little longer. If this is the case, we will keep you informed of progress during the process.

Let us know by letter, email or telephone call and we will try to resolve the matter with you. If following this, you remain dissatisfied with the response to your complaint about your healthcare then you can seek a review by the Parliamentary and Health Service Ombudsman; contact details are on the back of this leaflet.

The Ombudsman will not investigate a complaint that has not been through local processes.

Can somebody complain on my behalf?

Yes. However, as we are duty bound to protect your right to confidentiality if someone complains on your behalf, we will need to know that you have given them permission to do so. We will also need to know if you are willing for confidential information about you to be shared with them. This means that we will need you to provide written consent.

What if I just want to make a comment or suggestion?

You can either send a letter or email to the address provided on the back of this leaflet, or if you prefer you can call our Head Office on Freephone 0800 699 0770

For more information about how to make a complaint go to: mitie.com/detaineedocs

Online complaint forms are also available to fill: mitie.com/detaineedoc

Care & Custody Police Services

Complaints Manager
Care & Custody Police Services
A Mitie company
Pacific House
Atlas Business Park
Simonsway, Wythenshawe
Manchester
M22 5PR
policeservices.admin@mitie.com

Email address: C&CH.complaints@mitie.com

Freephone: 0800 699 0770

Health Service Ombudsman

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Website: www.ombudsman.org.ukand/oralccohol

Helpline 0300 888 3853

