



The Queen Elizabeth  
Hospital King's Lynn  
NHS Foundation Trust

# NHS Complaints Procedure

*“Listening”  
“Responding”  
“Improving”*

**Patient Information**



**Call us on:**  
01553 613359

**Email us:**  
[Complaints.concerns@qehkl.nhs.uk](mailto:Complaints.concerns@qehkl.nhs.uk)

**Write to us:**  
PALS & Complaints Manager  
The Queen Elizabeth Hospital  
Gayton Road  
King's Lynn  
PE30 4ET

**We are keen to hear from people who use our services and wish to offer a suggestion or express their concerns or complaints.**

Please use the attached form if you wish to write down any comments or complaints you have. Either return it to a member of staff or send it to the address on the back of the leaflet.

If you are making a suggestion or comments and do not want a reply you do not have to give us your name and address. On the other hand if you are making a complaint we need your name, the patient's name and date of birth (if different to yours) and your address to be able to reply to you.

**Will my concerns be taken seriously?**

**YES.** All comments are valued because they give us important information, which helps us to improve the services we provide.

**Will my treatment be affected if I complain?**

**NO.** Please be assured that the care you receive will not be affected in any way. All complaints are treated confidentially and are filed separately from your medical records.

**What will happen to my complaint?**

- If you complain in writing, we will write back to you to say we have received it within **3 working days**.
- A full investigation will be undertaken and as soon as the outcome is known, the appropriate manager will write to you with a covering letter from the Chief Executive. This will normally be within **30 working days** from the date of our acknowledgement letter. However, if it appears that our investigation is going to require longer to complete, the Complaints Team will contact you.
- Appropriate action will be taken to ensure a problem of a similar type does not happen again.

**What if I still remain dissatisfied?**

We are committed to resolving your concerns so if you remain dissatisfied following our initial response, there are a number of further options that are available to you (such as a further written response or a face to face meeting with senior members of staff), which can be discussed at the time with the Complaints Team. You also have the right to refer the matter to the Parliamentary and Health Service Ombudsman for an Independent Review if in the end we are unable to resolve your concerns.

We wish to help with any concerns as they arise, as often they can be dealt with effectively and quickly. Therefore if you have any immediate concerns please speak with the PALS team who are located in the main foyer.

**Please note your concerns and hand this slip into the PALS office.**



Name:

Contact number:

Address: