

## Resolving your complaint

Medvivo is committed to resolving your complaint and if you remain dissatisfied with the written response, we will reinvestigate or clarify the issues you have raised. You may also find a meeting with a member of the Management or Clinical team helpful.

Once you've have received a final response from Medvivo. If you remain dissatisfied, you can refer your complaint to the Parliamentary Health Service Ombudsman (PHSO). The final response letter will include details of how to complain to the Ombudsman.

We will ensure that any person making a complaint will not be discriminated against, in either how we deal with the complaint, or how we care for you in the future.

## Litigation

If you inform Medvivo of your intention to take legal action, then the complaints procedure will be closed and you will be informed in writing.

## Additional help

We have tried to make our complaints procedure as clear as possible. Should you need any assistance in presenting or progressing your complaint, please contact the local advocacy service, or the Patient Advice and Liaison Service (PALS):

**POhWER** is a local, free and independent advocacy service, however they may be restricted by funding.

To find out if they are able to assist you please contact them directly.

Tel: 0300 456 2370 Website: [www.pohwer.net](http://www.pohwer.net)

**PALS** (Patient Advice & Liaison Service) can help if you need to turn to someone for help or advice about the care provided, please call PALS in confidence.

Tel: 0300 123 2103 or 0300 013 4762

E-mail: [BSWCCG.feedback@nhs.net](mailto:BSWCCG.feedback@nhs.net)

**If you need this leaflet in a different format please telephone the Quality Team on 0800 6444 200 or e-mail: [mg.quality@nhs.net](mailto:mg.quality@nhs.net)**

## Feedback & complaint principles

- Impartially
- Sensitivity
- Confidentiality
- Communication
- Openness
- Ownership
- Timely
- Appropriate Response
- Quality Enhancement
- Accountability

# Comments Compliments Complaints

*We welcome your views*

*They help us continue to develop and improve*

## Comments

We value your comments and would like to hear from you when things go wrong - and right. Your comments give us an opportunity to recognise when things go well and which areas we need to improve upon.

Medvivo take great pride in the quality of services we deliver. However, we recognise that things do not always go according to plan.

### How do I provide feedback?

Comments & compliments can be given in a number of ways and can be positive in nature or constructive:

- Online survey:
- Online feedback form: [www.medvivo.com](http://www.medvivo.com)
- E-mail: [info@medvivo.com](mailto:info@medvivo.com)
- Post: Address overleaf
- Telephone: 0800 6444 200
- Or complete a patient survey at one of our nine bases where appointments are held or ask for a feedback card when you have a home visit.

All constructive comments are investigated so that we learn from what has happened.

*“Compliments are always shared with the team, it is heart warming to hear when they have made a difference. They work hard and take great care to give a quality service”*

*Liz Rugg, Chief Executive*

## Complaints

A complaint can be defined as any expression of dissatisfaction that requires a response.

Therefore, if something has happened which you would like to share with us so that you receive a full response with the outcome investigation, please use the formal complaint process described in this leaflet.

*“Medvivo take complaints seriously and recognises that they provide valuable opportunities to learn and improve the service provided”*

*Carole Williams,  
Director of Quality & Nursing*

### How do I make my complaint?

There are several ways in which we can be contacted. In the first instance we would always encourage you to discuss it with a member of staff at the time. Staff will be as helpful as possible and will try to take immediate action to address your concern. If you do not wish to raise your complaint with the staff involved in your care, then you can complain in the following ways:

#### Telephone

A verbal complaint can be made to a member of the Quality Team on: **0800 6444 200**  
(press option '0' for reception)

#### Online

E-mail the Quality Team: [mg.quality@nhs.net](mailto:mg.quality@nhs.net)

#### Post

Address your letter of complaint to:  
Quality Team, Medvivo Group Ltd,  
Fox Talbot House, Bellinger Close, Greenways Business Park, Chippenham, Wiltshire, SN15 1BN.

### What happens next?

Most low level concerns can be dealt with immediately by a member of staff at the time but if the complaint is complex or it is received in writing, it will be given to a member of the Quality Team who will contact you to acknowledge your complaint within three working days.

The complaint will then be passed to the most appropriate member of the team for investigation.

The person carrying out the investigation will respond to your concerns as soon as possible, usually within the national target of 25 working days. However, if there is likely to be a delay, we will keep you informed of our progress.

You may contact us at any time should you have a query or if you have anything further to add to your complaint.