

COMPLAINT PROCEDURE RESPONSE FORM

Person making complaint:

Full name

Date of birth

Telephone

Email address *(Required)*

Address:

City

Postal Code

How would you prefer to be contacted? *(Please tick all that apply)*

Email

Letter

Telephone

How would you like to be addressed? *(for example Ms Jones, Mr Ahmed, Kate Bloggs)*

Patient's details if not the complainant:

Full name

Date of birth

Telephone

Address

City

Postal Code

Your relationship to the patient:

Date and time of patient's contact with service: *(Required)*

Specific details of the complaint: *(Required)*

Please tell us what you would like to happen as a result of your complaint (for example would you like an apology, an explanation, or for us to change how we do things?)

Name of person completing form:

Consent *(Required)*

I am the patient and agree that any information relating to complaint may be given to complainant.

I am the patient's parent/guardian and agree that any information relating to complaint may be given to complainant.

I have parent responsibility, and the patient is under 16 years of age and is incapable of understanding the request or, has consented to my making.

I have legal authority to act on behalf of the patient (including a personal representative for a deceased patient).

Signed:

Date:

Further information about complaints and concerns management at Badger

We thank you for completing the Complaint Procedure Response Form, and you may keep a copy of this page for your information.


If you have received this form by post, you can return it via the prepaid envelope enclosed. Alternatively, if you received it electronically, you can return it to the following email address:

 Qualityandcompliance@badger.nhs.uk

In the meantime, if you have any further questions or concerns then do not hesitate to contact us:

 By email: Qualityandcompliance@badger.nhs.uk

 By telephone: 0121 766 2170

 By post: Quality and Compliance Department, Badger Group, Badger House, 121 Glover Street, Birmingham, B9 4EY

We are sorry when people find our service unsatisfactory, and we would like to reassure you that we thoroughly investigate concerns raised with us. We welcome feedback and we can assure you that there will be no disadvantage to you because of making a complaint.

If you feel that you need help to make your complaint you can contact the NHS Complaints Advocacy service PohWER on: 0300 456 2370

We aim to provide a final response to all complaints within 45 working days. If we are unable to provide a response within this timeframe, you will be contacted via your preferred means to update you about the delay.

We always aim to investigate your complaint and fully address the concerns you have raised. However, if after receiving a final response you remain dissatisfied you are entitled to ask the Parliamentary and Health Service Ombudsman to consider your complaint. The Ombudsman can be contacted by writing to:

The Parliamentary and Health Service Ombudsman
Milbank Tower
Milbank
London
SW1P 4QP

We thank you for your patience while we investigate your concerns, and we hope that we provide you with a satisfactory outcome. Once again, we are sorry that our service fell short of your expectations.