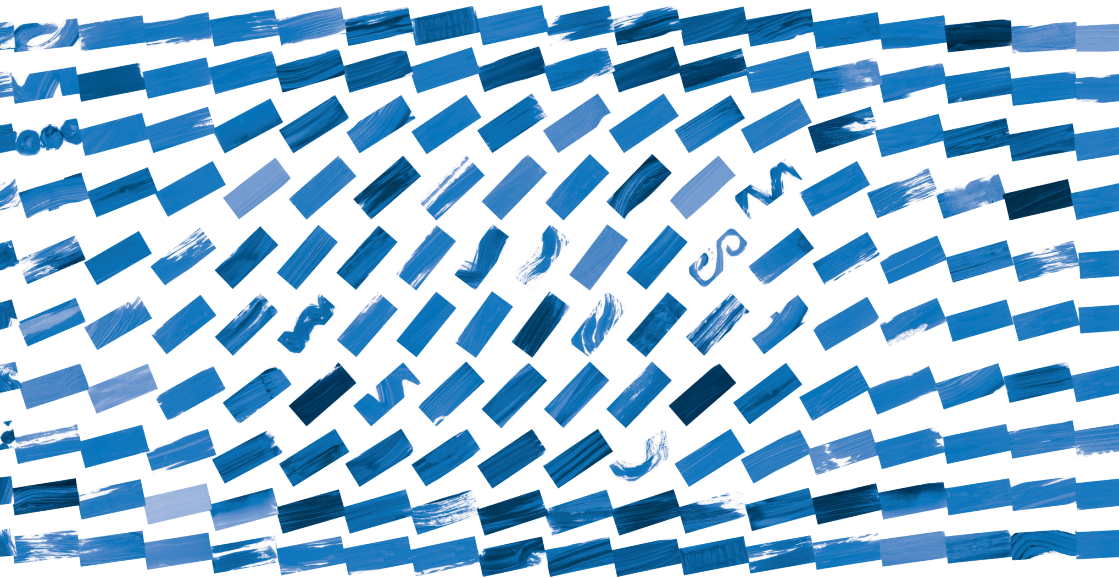


Customer services

Help us improve our services with your comments,
compliments, concerns and complaints.



A short guide to customer services
and how we can provide you with
support and information

Who are we?

The customer services team provides information, advice and support for people who use Trust services, their families, carers and the public.

We invite you to give your feedback about your experience of using Trust services.

Feedback is important to us as it helps us to improve the services we offer.

What does the customer services team do?

We:

- Offer a welcoming, friendly and supportive service to put you at ease
- Answer any questions you have about the Trust or the care you or someone you know has received
- Handle general enquiries from, for example, members of the public, MPs and partner organisations relating to the Trust and its services
- Provide information about services on request
- Put you in touch with other local organisations
- Ensure you get the help and support you need to tell us your comments, compliments, concerns and complaints
- Listen to your issue and work with you personally until it is resolved
- Help staff respond to questions and concerns about the service they work in and identify ways to improve services

What we can't help with

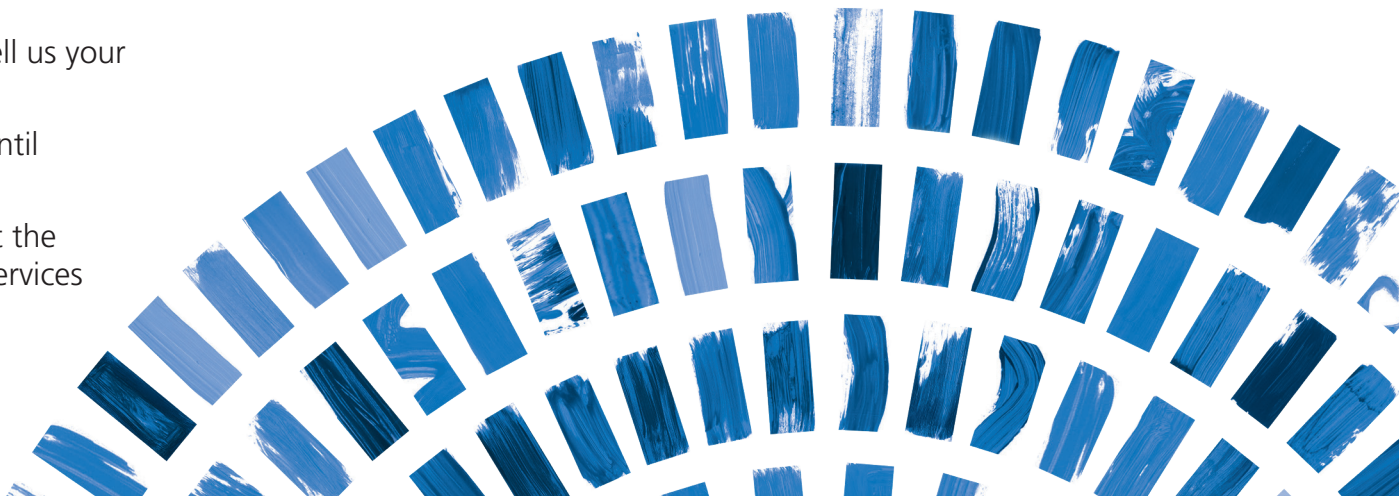
We are here to do everything we can to help, but there are certain limitations. These include:

- We act as neutral mediators. We are not advocates. However, if you need an advocate we can provide information on how to access services in your local area
- We don't deal directly with staffing issues, although where appropriate, we can refer issues to the Trust's human resources (HR) team
- We don't deal with requests for compensation.

How we will work with you

If you want to raise an issue about services, we will:

- Listen to and respect your views and act appropriately on your comments or concerns
- Ensure you are taken seriously and treated fairly
- Ensure that your views do not affect your care and treatment
- Respond promptly to your letters, emails and telephone calls
- Provide you with a thorough and honest response.



Who can make a comment, compliment, concern or complaint?

We welcome all feedback about the Trust, good and bad. You can make an official complaint about any service provided by the Trust. A friend or relative acting on your behalf can raise an issue or make a complaint for you, but you will need to give your permission for information about you to be shared with them.

How long have I got to make a complaint?

We will work with you to try and resolve any issues you might have, but if you feel you need to make an official complaint you should do so as soon as possible and generally within 12 months.

Will my care or treatment be affected by making comments or a complaint?

No. Any feedback you share will not affect the care or treatment you receive from the Trust or any other NHS organisation. We will do our utmost to make you feel as comfortable as possible about sharing your concerns.

Why should I offer a compliment?

Your compliments on what we have done well can also help us to provide a high quality of service. Compliments and expressions of thanks are very welcome and are always passed on to the staff concerned.

How do I contact the customer services team?

In person: We are happy to meet with you. You can contact us in one of the ways below to arrange an appointment. If you are in hospital you can ask a member of staff to contact us on your behalf.

By telephone: 01924 316060
0800 587 2108

By email: customerservices@swyt.nhs.uk

By post: Customer Services
South West Yorkshire Partnership NHS Foundation Trust,
Block 10, Fieldhead, Ouchthorpe Lane, Wakefield, WF1 3SP

The Trust website also contains information about our team as well as a host of other information, including details of local support groups and opportunities for involvement and volunteering.
Find all this at: **www.southwestyorkshire.nhs.uk**

Other useful contacts

Volunteer services

Telephone: 01924 327460 **Email:** volunteer@swyt.nhs.uk

Safeguarding If you are concerned about the safety of a child or adult, contact your local social services.

Complaints Advocacy Local Healthwatch, commissioned by Local Authorities, provides complaints advocacy.

The Parliamentary and Health Service Ombudsmen

If you are unhappy with the way we handled your official complaint you can contact the Parliamentary and Health Service Ombudsman.

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

By post: Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP



If you require a copy of this information in any other format or language please contact your healthcare worker at the Trust.

إذا كنت تحتاج إلى نسخة من هذه المعلومات بأي صيغة أو لغة أخرى، فيرجى الاتصال بأخصائي الرعاية الصحية الخاص بك في أمانة الصحة الوطنية (Arabic)

Pokud požadujete kopii těchto informací v jakémkoli jiném formátu nebo jazyce, kontaktujte svého zdravotnického pracovníka z Trust. (Czech)

چنانچه اگر شما به یک نسخه از این اطلاعات در هر قالب یا زبان دیگری نیاز دارید، لطفاً با کارمند مراقب بهداشت خود در بنیاد (Trust) تماس بگیرید. (Farsi)

Si vous avez besoin d'une copie de ces informations dans un autre format ou dans une autre langue, veuillez contacter votre professionnel de santé au service national des soins médicaux (NHS). (French)

Ja jums ir nepieciešama šīs informācijas kopija jebkādā citā formātā vai valodā, lūdzu, sazinieties ar savu Trasta veselības aprūpes darbinieku. (Latvian)

如果您需要以任何其他格式或语言版本获取此信息，请与您的国民健康服务医疗保健工作者联系。 (Mandarin)

Jeśli potrzebuje Pan(i) kopii tych informacji w innym formacie lub języku, prosimy o kontakt z pracownikiem służby zdrowia. (Polish)

ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਇਕ ਕਾਪੀ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟਰੱਸਟ ਵਿਚ ਆਪਣੇ ਸਿਹਤ ਸੰਭਾਲ ਕਰਮਚਾਰੀ ਨਾਲ ਸੰਪਰਕ ਕਰੋ. (Punjabi)

اگر آپ کو ان معلومات کی ایک نقل کسی اور شکل یا زبان میں چاہیے تو برائے مہربانی ٹرسٹ پر اپنے ہیلتھ کیئر ورکر سے رابطہ کریں۔ (Urdu)

You may use this form to make a comment, compliment or complaint.
You can also give feedback via customerservices@swyt.nhs.uk

Your details:

Name

Address

Telephone number

Email

Date

Please provide as much information as possible:

What happened? When it happened? Where it happened?

The name(s) of staff involved / the name(s) of staff you have spoken to about this

