



## We care about what you think

Your feedback will help us improve.

If you need this leaflet in a different format, please get in touch with the Quality Team:

- Tel: 0800 6444 200
- E-mail: [mg.quality@nhs.net](mailto:mg.quality@nhs.net)

## Resolving your complaint

HealthHero Integrated Care 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 have received a final response from HealthHero Integrated Care, 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 HealthHero Integrated Care 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 consider contacting the following:

Healthwatch provide a free, independent and confidential advocacy service. To find out if they are able to assist you please contact them directly.

- Visit [healthwatch.co.uk/your-local-healthwatch/list](https://healthwatch.co.uk/your-local-healthwatch/list)

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 561 0250
- E-mail: [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net)

## 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.

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



Comments,  
Complaints,  
Compliments



## How do I provide feedback?

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

- Scan the QR code below:



- Click on the following link: [Online feedback form](#)
- E-mail: [uc-info@healthhero.com](mailto:uc-info@healthhero.com)
- Post: HealthHero Integrated Care Ltd, Fox Talbot House, Greenways Business Park, Chippenham, Wiltshire SN15 1BN
- Telephone: 0800 6444 200
- Or complete a patient survey at one of our 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.

## Complaints

A complaint can be defined as any expression of dissatisfaction that requires a formal response. Therefore, if something has happened which you would like to share with us, and you require a full written response with the outcome of our investigation, please use the formal complaint process described in this leaflet.

## How do I make a 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, HealthHero Integrated Care 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

