Kettering General Hospital NHS
NHS Foundation Trust

Patient Information

How to make a complaint

IMPROVING HEALTHCARE TOGETHER
kgh

We want you to get the right care.

We want to know if you are unhappy with the care you are getting in hospital.

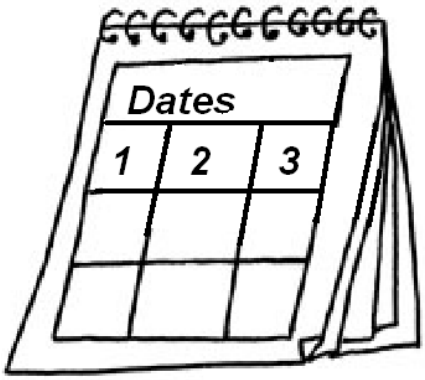
If you are unhappy with your care you can make a complaint.

Making a complaint means speaking up about something you do not like or are not happy with.

We will not treat you badly because you make a complaint

You can:

- Talk to a member of staff
- Visit the PALS office in main reception of the hospital



We will contact you within 3 working days to talk about your complaint and agree with you how long it will take to look at your complaint.

If you are unhappy with our reply tell us straight away and we will see if there is anything else we can do.

If you are still unhappy at this point

You can write or telephone or email us:

The Patient Experience Manager
2nd Floor Thorpe House
Kettering General Hospital NHS Foundation Trust
Rothwell Road
Kettering
NN16 8UZ

Telephone: 01536 492173

Email: complaints@kgh.nhs.uk

If you are still unhappy with our reply

You can write to:

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

Helpline: 0345 015 4033 (8.30am-5.30pm Mon-Fri)

Email:
phso.enquiries@ombudsman.org.uk

ICAS
Independent Complaints Advocacy Service

If you need help to make your complaint you can contact the Independent Complaints Advocacy Services (ICAS).

Telephone: 01604 521234

If you need this information in another format or language, please telephone 01536 492510.

Pictures courtesy of Change Picture Bank.