



# COMPLAINTS, COMPLIMENTS & FEEDBACK POLICY

How to provide a compliment, offer a suggestion or to make a complaint about the service you have received from Nimbuscare.

Version	Date	Responsible Person(s)	Description of Change
1.0	June 2019	General Management	Final
2.0	February 2021	General Management	CEO Contact Details - EH
3.0	June 2022	Corporate Affairs	Reviewed – EH
4.0	August 2023	Corporate Affairs	Added new front cover & updated formatting – AD/MM
5.0	September 2023	Corporate Affairs	Wording change to SCOPE - MG
6.0	September 2023	Corporate Affairs	Changes made throughout to include YICT, insert new title, contact email and remove CEO
7.0	November 2023	Corporate Affairs	Changes made throughout following consultation with PPG member
8.0	March 2024	Corporate Affairs	Amendment to response time reduced from 5 to 3 days
Approved Date:		March 2024	
Approved By:		SLT	

Review Date:	November 2026
KLOES	Safe, Effective, Well-Led, Responsive, Caring
This document is controlled. If you would like to suggest amendments to this document, please contact the document author.	

## SCOPE

Nimbuscare Ltd is not-for-profit 'at scale' provider of primary care services in York, which is made up of 11 member practices.

These policies are written and approved for use within all contracted services provided by Nimbuscare, including but not limited to the following locations:

- Nimbuscare's 11 Practices
- Nimbuscare's Head Office (Acomb);
- York & Scarborough CDC Hub (Askham Bar);
- York & Scarborough Teaching Hospitals NHS Foundation Trust (Out of Hours locations); or
- Patient's homes

These policies are for use by staff delivering contracted services provided by Nimbuscare. Oversight is provided through the governance structure, with the Senior Leadership Team providing final sign off and assurance to the Board of Directors. Any decision to approve must be taken at a Senior Leadership Team Meeting, in exceptional circumstances approval may need to be reached via email, on these occasions approval will be given by a majority vote. All policies must fit in to the CQC requirements for the organisation to be Safe, Caring, Effective, Responsive and Well-led.

## DISCRIMINATION STATEMENT

### Document complies with the Equality Act 2010

Gender	This policy will be applied equally regardless of gender.
Race	This policy will be applied equally regardless of race.
Disability	This policy will be applied equally regardless of disability.
Sexual Orientation	This policy will be applied equally regardless of sexual orientation.
Age	This policy will be applied equally regardless of age.
Religion/Belief	This policy will be applied equally regardless of religion or belief.
Human Rights	This policy will not impact on the human rights of any person.

## HOW TO MAKE A COMPLAINT, PROVIDE FEEDBACK OR PASS ON A COMPLIMENT

If you wish to make a complaint, provide feedback, or pass on a compliment please contact Nimbuscare via the contact details below. Alternatively, you can pass on any comments directly to your own GP practice who will forward these on.

Please address comments to:

Corporate Affairs,  
Nimbuscare Limited,  
Acomb Garth Community Care Centre  
2 Oak Rise,  
York,  
North Yorkshire,  
YO24 4LJ

Email – [Nimbuscare.Feedback@nhs.net](mailto:Nimbuscare.Feedback@nhs.net)

Phone Number: 01904 943 690

## OUR AIM- COMPLAINTS

Nimbuscare aims to always provide the best possible service to you. If, however, you have a complaint about the service you have received, please let us know so that we can explain or resolve any cause of dissatisfaction. Your complaint will help us to improve our services. We operate a complaint procedure as part of an NHS complaints system, which meets national criteria.

This document acts as a guide to patients on how to make a complaint, how we will deal with your complaint and what to do if you are not happy with our response. It also provides useful information on other organisations that can help you with your complaint.

## HOW TO COMPLAIN

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the [NHS Constitution on GOV.UK](#).

We hope that we can resolve most problems quickly and easily, often at the time they arise and with the person concerned. However, if you wish to make a complaint, please do so **AS SOON AS POSSIBLE** – ideally within a matter of days. This will enable us to establish what happened more easily. If you are not able to contact us shortly after the incident, then your complaint should be submitted within 12 months of the incident, or within 12 months of discovering that you have a problem.

Please address your complaint to:

Corporate Affairs,  
Nimbuscare Limited,  
Acomb Garth Community Care Centre  
2 Oak Rise,  
York,  
North Yorkshire,  
YO24 4LJ

Email – [Nimbuscare.Feedback@nhs.net](mailto:Nimbuscare.Feedback@nhs.net)

Phone Number: 01904 943 690

## COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. A third-party consent form is attached for your ease.

## WHAT WE WILL DO

### 1. LOCAL RESOLUTION

Your complaint should be made in the first instance to Nimbuscare, through the phone number or the address/email address provided or via your own Practice. Again, we hope that most problems can be resolved quickly and easily, often at the time they arise and with the person concerned.

We will acknowledge your complaint as quickly as possible, within 3 working days (excluding weekends and bank holidays) and aim to have fully investigated your complaint within twenty working days of the date of our acknowledgement of your concern. At this time, we will be able to offer you an explanation and will contact you via your preferred contact method in this regard. If necessary, we may look to facilitate a face-to-face meeting. When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with a clinician or senior Nimbuscare representative if desired.
- Where appropriate, apologise.
- Where possible, resolve the problem to your satisfaction.
- Identify what we will put in place to make sure that the problem doesn't happen again and tell you about any decisions / learning implemented because of the investigation.

It may be that other organisations (e.g., hospital/community services) will need to be contacted to provide evidence. If this is the case, then we will contact you to obtain consent.

If it is not possible to conclude any investigations within the advised timescale, then we will update you with progress and revised time scales on a regular basis. In most cases these should be completed within six months unless all parties agree to an extension.

## **GETTING FURTHER HELP WITH YOUR COMPLAINT**

**If you are unhappy about, or feel unable, to contact Nimbuscare direct....**

We hope that if you do have a complaint that we can resolve this together through our complaints procedure as we believe that this will give us the best chance of resolving your complaint and provide us with the opportunity to improve our service. However, if you prefer not to contact Nimbuscare you may contact other organisations:

- **NHS England**

If you as the patient, carer, or relative wishes to complain about a service or experience and prefer not to make the complaint directly to Nimbuscare, please contact the NHS England National Commissioning Board. Contacts to this Board are to be made through the Central Contact Centre, using the details below:

**Telephone:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (For the attention of the complaints manager in the subject heading)

**Post:** NHS England  
PO Box 16738  
REDDITCH B97 9PT

All your details will be treated with the strictest confidence.

If you require support with your complaint you can get advice from various advocacy services at any stage of the process:

Government [Voiceability website](#)

North Yorkshire NHS Complaints Advocacy Service [Cloverleaf website](#)

- **Integrated Care Board (ICB)**

If your complaint concerns Nimbuscare and other organisations – perhaps issues with Nimbuscare, your local GP and/or hospital you may prefer to contact your local Integrated Care Board (ICB). Find details of the Humber and North Yorkshire ICB [here](#).

- **Local Council**

You may wish to contact your local council if your complaint is relating to Public Health. Find details of how to contact the City of York Council can be found [here](#).

If, after our best efforts, you still think that we have not fully answered your complaint or you are not happy with our decision, you can contact the Health Service Ombudsman using the details provided below.

## 2. HEALTH SERVICE OMBUDSMAN

The Health Service Ombudsman handles cases that cannot be resolved with either Local Resolution or with the National Commissioning Board and is completely independent of the NHS and Government. The Ombudsman can be contacted at:

**Address:** Millbank Tower  
Milbank  
London  
SW1P 4QP  
**Telephone:** 0345 015 4033  
**Email:** [OHSC.Enquiries@ombudsman.gsi.gov.uk](mailto:OHSC.Enquiries@ombudsman.gsi.gov.uk)  
**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

To ensure that Nimbuscare monitors, handles and reviews complaints in a logical and timely manner, and to keep an audit trail of steps taken and decisions reached, Nimbuscare records all complaints received on a dedicated complaints register and tracker.

## COMPLAINT GOVERNANCE

Nimbuscare declares the number of complaints in its annual report. A copy of the latest annual report can be requested from the organisation and can be found on the website [www.nimbuscare.co.uk](http://www.nimbuscare.co.uk)

Monthly reporting is made at the Quality & Governance Committee, the following is reported:

- The number of complaints received.
- The subject of the complaints.
- Whether complaints have been upheld and details of any actions taken.

Confidentiality is strictly maintained at all times.

## REPORTING A SUMMARY OF COMPLAINTS TO THE CARE QUALITY COMMISSION

Nimbuscare will adhere to the Care Quality Commission's requirement of keeping a summary of complaints, responses and other related correspondence or information. This will ensure that, if requested, Nimbuscare can provide such a summary at a time and in a format set out by the CQC and will be able to send the summary within the timeframe specified.

## SUMMARY

We welcome and thank all patients and visitors who take the time to feedback about a service or experience. We assure you of our continued commitment to improvement and providing the best care possible for all patients.

If you are unable to access any links from this document, please contact Nimbuscare who will support with this.





**PATIENT THIRD-PARTY CONSENT**

Patient's Name: \_\_\_\_\_  
Tel No: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Enquirer/Complainant Name: \_\_\_\_\_  
Tel No: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT, OR YOUR COMPLAINT/ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT, THEN THE CONSENT OF THE PATIENT IS REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.**

I fully consent to my Doctor releasing information to, and discussing my care and medical records with, the person named above in relation to this complaint. I wish this person to complain on my behalf.

This authority is for an indefinite period/for a limited period only (please delete as appropriate)

Where a limited period applies, this authority is valid until \_\_\_\_\_(insert date).

Signed: \_\_\_\_\_ (patient only)

Date: \_\_\_\_\_