

Let's resolve it!

# Share your experience with us



Sharing your experience helps us to improve our services.

# Share a compliment or concern

If you would like to raise a compliment or concern about any aspect of your care or treatment, please speak to a member of our healthcare staff or complete our **Patient Feedback Form**.

You can also use the patient feedback form to tell us about a good care experience and to pass on compliments to staff.

## Concerns

You can raise a concern within 12 months of an incident. This time limit can be extended if there are valid reasons for not making the complaint sooner and it is possible to complete a fair investigation.

It is best to submit concerns at the time they happen as this will make it easier for us to investigate and resolve issues quickly.

## Early resolution

Spectrum is committed to early resolution, which means we'll try to resolve your concern with you directly and we'll usually do this face-to-face if we can. We aim to resolve concerns within 3 working days.

## Informal complaint

If you are not happy with the response you receive to your concern, we will escalate your concern to an informal complaint. This means that we will also begin an investigation on site to understand the cause of the problem, and we will write to you to acknowledge this complaint.

Once an informal complaint has been logged, we aim to investigate and respond within **20 working days**.



**Let's resolve it!**

The response should set out the findings and, where appropriate, provide apologies and information about lessons learned as a result of your complaint.

### **Formal complaint**

If you are not happy with the Informal Complaint response, you can ask for a formal review of your issues by writing to:

**Complaints Manager  
Spectrum  
One Navigation Walk  
Hebble Wharf  
Wakefield  
WF1 5RH**



## More support

If your complaint has been escalated through Spectrum's full process and you are not happy with the outcome or response to your formal complaint, you can ask NHS England or the Parliamentary and Health Service Ombudsman to review your complaint.

Please use the contact details below to get in touch:

**NHS England**  
**PO Box 16738**  
**Redditch**  
**B97 9PT**

**Tel: 0300 311 22 33**

**The Parliamentary and  
Health Ombudsman**  
**Millbank Towers**  
**Millbank**  
**London**  
**SW1P 4QP**

**Tel: 0345 0154033**

[spectrum-cic.org.uk](https://spectrum-cic.org.uk)