

**Your feedback (continued):**

If this is a complaint, how do you think we could put things right:


Signed:

Date:

Thank you for your feedback. If you requested a response we will be in touch shortly.

Often calling us can be all that is needed to rectify simple mistakes and misunderstandings:

Tel: 01223 216767



Or send it to:

OH Wellbeing  
Cambridge University Hospitals NHS foundation Trust  
Cambridge biomedical Campus  
Box 172, Hills Road  
Cambridge, CB2 0QQ

Email: [ohshelpline@addenbrookes.nhs.uk](mailto:ohshelpline@addenbrookes.nhs.uk)

We are happy to provide this information in other formats. Please contact us if this is required.

oh,  
how did  
we do?

# Compliments, comments and complaints

We want to continually improve our services. Please do share your views and experiences with us:

## Comments and compliments

If you feel that we could do something better, we would like to hear about it.

If you feel you have received particularly good service, please let us know. All compliments are forwarded to the member of staff concerned and senior management.

## Complaints

Hopefully, you will never have cause to complain, but occasionally things can go wrong. When they do, we want to know so that we can put it right as soon as possible. Often calling us can be all that is needed to rectify simple mistakes and misunderstandings:

Tel: 01223 216767

However, if the matter cannot be rectified in this way, you may want to make an official complaint – see 'how to make a complaint'.

To help us resolve any problems, we have a procedure which ensures all complaints are dealt with fairly and thoroughly.

Please note our complaints procedure does not cover the following:

- A disagreement about a decision rather than how the decision was made.
- A matter which is or could be subject to legal proceedings.
- Personnel issue including appointments or dismissals.
- Anonymous complaints.

## How to make a complaint

Most problems can be settled quickly and simply by talking to the appropriate member of staff. However, should you feel your problem has not been given proper consideration then you may wish to make an official complaint.

### You can do this:

- In writing. Please complete the form, right or send a letter.

### We will:

- Acknowledge your complaint within 48 hours of receipt.
- Send you a full response within 10 working days.

If we are unable to answer your complaint within that time we will let you know when a full response will be available.

If you still feel your complaint has not been dealt with satisfactorily then you can ask for a review.

Of course, we hope that we can deal with your complaint satisfactorily so that this course of action is not necessary.

## Please complete and return:

### Your details: (BLOCK CAPITALS please)

Name	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
		Postcode	<input type="text"/>
Telephone (Home)	<input type="text"/>	(Work)	<input type="text"/>
Email	<input type="text"/>		

### Your feedback:

This is a  Comment  Complaint  Compliment

Have you raised this matter before?  Yes  No

If yes, please state when:

And to whom:

On what date did this matter arise:

How would you like us to respond:  Email  Phone  Post  No response

I was seen at  Cambridge Centre  Papworth Centre  
 West Suffolk Centre  Where I work (if not listed)

Details of your compliment, comment or complaint:

<input type="text"/>

Please ask for additional paper if required.