

## Contacting Kernow Health CIC for all types of feedback

- **In writing: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro, TR1 3LP**
- **Email: [governance.kernowcic@nhs.net](mailto:governance.kernowcic@nhs.net)**
- **Telephone: 01872 222400**

Calls to and from Kernow Health CIC may be recorded and retained. These recordings may be monitored and used for the purpose of training, audit and the investigation of feedback.

We aim to resolve the issues you have raised openly and honestly, ensuring that any learning from your experience is acted upon.


## Independent support when making a complaint


If for any reason you feel you need additional support in making your complaint you can contact:

- Independent Health Complaints Advocacy Service (SEAP), PO Box 375, Hasting, TN34 9HU  
Telephone: 0300 343 5730  
Email: [info@seap.org.uk](mailto:info@seap.org.uk)
- Patient Advisory and Liaison Services (PALS)  
Telephone: 01872 252793  
Email: [rcht.patientexperience@nhs.net](mailto:rcht.patientexperience@nhs.net)

## If You Are Not Satisfied With The Response

If you are not happy with the outcome of the response, then you can contact the Health Service Ombudsman:

 0345 015 4033

 [www.ombudsman.org.uk/making-complaint/complain-us-getting-started](http://www.ombudsman.org.uk/making-complaint/complain-us-getting-started)

## How to Feedback About Services You Have Received - Comments, Compliments & Complaints



This leaflet explains how you can feedback on services you have received from Kernow Health CIC

## Your views matter

Kernow Health aim to provide good services for all our patients and are committed to acting on any feedback received, to ensure that we continue to provide good quality services. At times, things may not go as planned, and it is important that we are made aware so that we can make changes to ensure it doesn't happen again.

We log all comments (positive or negative), as well as complaints to be able to investigate, review and take actions from any lessons learnt so that we can improve the quality of the services we provide.

## Who can give feedback

It is our aim to provide you with the best service and care possible. All feedback received by us can help to inform and shape services further.

## Types of feedback

### Positive comments

Staff, clinical and non-clinical, always appreciate positive feedback from patients. We always pass on any feedback to the individuals concerned

### Informal concern

You may not wish to go through the formal complaints process, but would like to raise a concern in order that we can learn from it and reduce the risk of anything similar happening to others

### Formal complaint

Complaints should be made within 12 months of the event, or within 12 months of you realising that you had something to complain about

## What you can expect from us

- **Acknowledgment:** We will acknowledge your feedback within three working days (from the date received). You will be given a reference number and the name of the person to contact if you have any queries during the investigation.
- **Investigation:** Your feedback (formal or informal) will be fully investigated. This will include gathering all relevant documentation, for example patient records and call recording, and linking as appropriate, with the clinicians, staff and other organisations involved in your care and/ or treatment.
- **Review:** The review of the investigation will, as appropriate, be undertaken by the senior management team, up to and including the Chief Executive
- **Respond:** If a response is required, we will provide it within mutually agreed timescales.