

How to feedback about services you have received- Comments, Compliments & Complaints



The Complaints Process

If you have a complaint and would prefer to make the complaint in person, a Manager from Kernow Health CIC will meet you and talk to you about it.

You can have someone with you at this meeting. This could be a relative, friend or an advocate.

It may be possible to resolve the complaint at that stage.

If the complaint needs to be looked in to further, the complaint will need to be put in writing. The Manager will then confirm in writing within 7 working days, confirming the anticipated date by which you will expect to receive a full response.

Your complaint will then be investigated, and dependent on the outcome of the complaint, steps will be put in place to ensure that the situation or similar situation does not happen again.

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



0345 015 4033 from 8:30am to 5:30pm, Monday to Friday



www.ombudsman.org/make-a-complaint



Send a text to their 'call back' service: 07624 813 005

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 can go wrong, and it is important to us that we know so that we can make changes so that it doesn't happen again.

Kernow Health CIC is committed to supporting a culture of openness, honesty and transparency in all our activities, which includes apologising and explaining when an incident or error has occurred.

When to Make a Comment, Compliment or Complaint

If you do have any feedback on services you have received from us, you can contact us by



Email: enquiries.kernowcic@nhs.net



Post: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro, TR1 3LP



Phone: 01872 221102