

Birmingham & Solihull Mental Health NHS Foundation Trust - Customer Relations code of practice

Birmingham and Solihull Mental Health NHS Foundation Trust welcomes complaints, issues of concern and compliments and undertakes to investigate any concerns raised fully and respond in accordance with our code of practice, as detailed below. Best practice is to follow the "My Expectations" guide.

Stage 1

- Where possible, the Trust encourages complaints or concerns to be addressed by relevant front line staff, for example, a Ward Manager or Head of Department so that things can be put right as soon as possible. This can be facilitated by PALS officers who are part of the Customer Relations Team, they approach the service concerned on the complainant's behalf. This is referred to as a "local resolution".
- Where a complaint or concern cannot be adequately addressed in this way, we will register a formal complaint in line with NHS regulations.
- We will acknowledge all communications within three working days of receipt. This may be via an email, telephone call or by letter. You will be advised at the time of registration how long your investigation is likely to take and when the written response will be sent to you and you.
- An independent Investigating Officer will be appointed to your complaint response. You will be given the opportunity to discuss your complaint in full with your assigned Investigating Officer.
- During the investigation you may contact the Customer Relations Team at any stage to update, track or discuss your complaint.
- As soon as possible, and within timescale advised, a written response will be sent to you. This will receive Chief Executive Officer approval in the form of a covering letter.

Stage 2

- If you remain dissatisfied following receipt of your complaint investigation response you may contact the Customer Relations Team, who may be able to offer a secondary response and/or a second clinical opinion.
- The Trust will undertake regular analysis and review of complaint data in order to improve service delivery and service user experience. The learning identified from the complaints process is appropriately shared within the organisation and monitored to ensure compliance.
- You may contact the Customer Relations Team if you would like to receive an update on identified actions outlined within your complaint investigation response.

Stage 3 - Parliamentary Health Service Ombudsman (PHSO)

- If you remain dissatisfied with the response(s) provided to you from the Trust, you have the right to approach the Parliamentary Health Service Ombudsman for an external review.

- After ensuring that the complaint is within their remit for investigation, the Ombudsman may check that everything has been done to attempt resolution at the Trust level (stage 1 & 2 above). If they think more can be done, they will refer your issue back to the Trust for further investigation.
- The Ombudsman will expect the Trust to have fully explored all issues raised before agreeing to review a case.

If you feel you would like the support of an independent advocate to support and assist with you in making a complaint, you can contact:

Birmingham	Solihull
PohWer PO Box 17943 Birmingham B9 9PB Tel: 0300 456 2370 e-mail pohwer@pohwer.net	Solihull Action through Advocacy 11-13 Land Lane Marston Green B37 7DE Tel: 0121 706 4696 e-mail office@solihulladvocacy.org.uk

If you wish to discuss an issue in confidence, or require further assistance, please contact the Customer Relations Team, freephone 0800 953 0045, Monday – Friday 8am till 6pm, alternatively you can e-mail bsmhft.customerrelations@nhs.net

Useful contact Information
In an emergency: Call Emergency Services- Dial 999 - if someone is seriously ill or injured, and their life is at risk. NHS 111, by dialing 111 - open 24 hours Samaritans - 116 123 - open 24 hours Mind - 0121 262 3555 or 0800 915 9292 – open 24 hours

Birmingham Carers Hub - Offers a wide range of support and services to carers in Birmingham. Information & Advice line – 0333 006 9711 email info@birminghamcarershub.org.uk Website - <https://forwardcarers.org.uk/>

Solihull Carers Trust - A charity that provides free help and support for unpaid carers of all ages. Telephone number - 0121 788 1143 email – centre@solihullcarers.org website – <https://www.solihullcarers.org>

Stonham Group - organise many of Birmingham's local carers support groups. Contact them to find out where your nearest group meets. Tel: 01213804949

BSMHFT Service User, Carer and Family Engagement Lead, Sandra Baker- sandra.baker3@nhs.net

Recovery for All - <http://www.bsmhft.nhs.uk/service-user-and-carer/recovery>