

# Complaints.

If you are unhappy with any aspect of the Community Respiratory Service you have received from BOC Healthcare you are entitled to make a complaint, have it considered, and receive a response from BOC. The BOC complaints procedure detailed in this document is mirrored to the NHS complaints policy.

## **To whom should I complain initially?**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

You can raise your concerns immediately by speaking to a member of the Community Respiratory Service staff, who directly provide this service. They may be able to resolve your concerns without the need to make a more formal complaint.

Alternatively, if you feel you are unable to raise your concerns with a staff member of the Community Respiratory Service you can contact the BOC Patient Service Manager who will help to sort out your problem. You can telephone the Patient Service Manager on 0800 136 603 or e-mail [healthcare.home-uk@voc.com](mailto:healthcare.home-uk@voc.com).

You can write to:  
Patient Service Manager  
BOC Healthcare, Priestley Road, Worsley, Manchester  
M28 2UT

## **Who can complain?**

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions taken by BOC. A complaint can also be made by someone acting on behalf of the patient or person, with their consent. If you are complaining on behalf of someone else, we may need to know you have his or her permission to do so. A note or consent form signed by the person may need to be provided. Consent is not needed if due to ill health or infirmity the person is not able to complain themselves.

## **What is the time limit for making a complaint?**

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about. BOC has the discretion to waive this time limit if there are good reasons why you could not complain earlier.

## **What we will do**

We will acknowledge your complaint within 3 working days. We will discuss your concerns with you and agree a way forward.

When we look into your complaint we will aim to:

- Find out what happened and what may have gone wrong in order to provide explanations to you
- Make sure you receive an apology if appropriate
- Make it possible for you to discuss the problem with those concerned, if you would find this helpful
- Identify what we can learn from your complaint and what we can do to make sure the problem does not happen again so we can improve our service.

### **The local Clinical Commissioning Group**

The local Clinical Commissioning Group are your local NHS body. They are responsible for managing the performance of the Community Respiratory Service with BOC Healthcare. You can also contact them for advice and to make your complaint.

If you do not wish to speak or write to a member of BOC Healthcare staff you can contact your local Patient Advice and Liaison Service. They will listen to your concerns and sort out any problems quickly on your behalf.

### **What to do if you remain unhappy with the outcome of your complaint?**

If you remain unhappy you can approach the Parliamentary Health Ombudsmen (PHSO). The Ombudsmen is completely independent of both the NHS and the Government. This should be done within 12 months of the final outcome of the

complaints procedure. You can contact the Ombudsmen by telephone 0345 015 4033 or by writing to:

Millbank Tower  
Millbank, London SW1P 4QP  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Independent help and support**

The Independent Complaints Advocacy Service (ICAS) provides advice and support to people who want to complain about the NHS.

**You can contact an ICAS officer on: 0845 120 3734**

You're local Citizens Advice Bureau.

The Department of Health's website also has information on the NHS complaints procedure; [www.dh.gov.uk](http://www.dh.gov.uk)



### **BOC Healthcare**

Community Respiratory Service, Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom

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