

### Care Quality and Safety

First Floor | Reayrt Noa  
 Nobles Hospital | Strang | Braddan  
 Isle of Man | IM4 4RJ

**T: (01624) 650500**

**E: manxcarecomplaints@gov.im**

**www.manxcare.im**



## Complaints Guide

*COMPLAINTS PROCEDURE INFORMATION  
 GUIDE FOR SERVICE USERS AND PATIENTS*




**Manx Care**  
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## Concerns

If you are unhappy about something Manx Care has done, has failed to do, or a decision they have made, you can bring your concern to the attention of any member of staff. Staff will try to resolve the matter if they can, or refer it to someone better able to help.

Alternatively you can contact the Manx Care Advice and Liaison Service (MCALS). MCALS can offer support when you want to tell Manx Care about a concern, but don't want to make a complaint.

 **Telephone:** (01624) 642642

 **Email:** MCALS@gov.im

 **Internet:** www.manxcare.im

MCALS can be contacted directly on weekdays, and they operate an answerphone service for queries received out of hours.

## Complaints – Local Resolution

Your concern will be graded as a complaint if:

- It is not resolved within three working days
- It is complicated
- You ask for it to be treated as a complaint

## Who can complain?

- An existing or previous patient/service user
- A representative who has written consent to act on behalf of a patient/service user/child
- A representative acting in the best interests of a patient/service user/child who lacks capacity to complain
- A representative of a patient/service user/child who is deceased
- Someone affected by a decision made by Manx Care

## How can complaints be made?

- In writing – by letter or email
- Orally – face to face or by telephone or video call

## Where do I send a complaint?

Complaints can be sent directly to the Care Quality and Safety Team (CQS) who oversee all Manx Care complaints at:

**Care Quality and Safety**  
First Floor, Reayrt Noa  
Noble's Hospital  
Strang  
Douglas  
IM4 4RJ

 **Telephone:** (01624) 650500  
 **Email:** manxcarecomplaints@gov.im

Alternatively, complaints can be raised with any member of staff who will then redirect the matter to the CQS Team.

## What will happen with my complaint?


The CQS Team will send you an acknowledgment letter within five working days. This can be sent by post or email, depending upon your preference.

Your complaint will be sent to an appropriate senior member of staff who will then allocate a Complaint Handler. The Complaint Handler will be your point of contact and they will offer to meet with you.

Your complaint will be investigated, and you will be provided with a written response within 20 working days of receipt; this may be a final outcome letter or an update letter for more complex complaints.

## What if I need help making a complaint?

MCALS are able to signpost possible sources of support, depending on the nature of your complaint.

 **Telephone:** (01624) 642642

 **Email:** MCALS@gov.im

 **Internet:** www.manxcare.im

## What if I am not happy with my response?

If you are unhappy with the response that you receive, or if you have not received a response within six months you have the option to refer your complaint to the Health and Social Care Ombudsman Body (HSCOB) for independent review.

The HSCOB will review your complaint and make a final decision about it. You can request a review by the HSCOB up to 12 months after the date on which you became aware of the matter alleged in the complaint, or up six months after a decision in writing has been issued; whichever is later.

## The HSCOB can be contacted at:

Health and Social Care Ombudsman Body  
PO Box 18, Douglas, IM99 1UT

 **Email:** HSCOB@gov.im

## Commissioned Service Providers

If you wish to make a complaint about a service commissioned by Manx Care such as a GP, Dentist, Pharmacy, or Care Service, please contact the relevant practice/service provider directly.