

**NORTHAMPTON GENERAL
HOSPITAL NHS TRUST**

Information



Freedom of Information (FOI) Act 2000

Complaints procedure Making a complaint

Northampton 
General Hospital
NHS Trust

Introduction

At Northampton General Hospital NHS Trust, we aim to provide services of a consistently high standard. To help achieve this aim, we want to hear any suggestions, comments or complaints you may have on the services we provide under the FOI Act 2000.

The FOI Act 2000 gives people a general right of access to information held by most public authorities, including Northampton General Hospital NHS Trust.

This leaflet tells you how to let us know if you are dissatisfied with our services under the FOI Act, or feel that you have been unfairly treated by us. These concerns may be about our Publication Scheme or about the outcome of a request for information.

How to make an FOI complaint

In most cases, the Information Governance Manager will be able to resolve any concerns you have as they arise. Contact details for the Information Governance Manager are: Tel 01604 523881

If you are unhappy with matters concerning our Publication Scheme or if you are dissatisfied with the handling of your request for information, you may make a written complaint including email/ask for an internal review to the Information Governance (I.G.) Team, Northampton General Hospital NHS Trust, Cliftonville, Northampton, NN1 5BD. Email: foi@ngh.nhs.uk Fax: (01604) 545890.

Written complaints regarding our Publication Scheme should be submitted as soon as possible.

Complaints/internal review requests about written requests for information should be submitted to the Trust **within two months** of the date of receipt of the final response to your request for information.

What should be included in your letter of complaint?

It will help us if you could show 'FOI Complaint' at the top of your complaint letter or in the subject line of your email, and then:

- (a) Tell us what your complaint is.
- (b) Explain what happened, or what went wrong (details); and
- (c) Tell us what you would like to happen - do you want an apology?

This will help to clarify the issue for the internal review at Northampton General Hospital NHS Trust and to make sure that we have a shared understanding of your concerns.

Our response to you

On receipt of your written complaint an acknowledgement will be sent to you within 2 working days. It will then be investigated as quickly as possible and every effort made to send a full response within 20 working days of receipt.

In the event that investigations are not complete, we will contact you again to keep you informed of progress.

If, after investigations by Northampton General Hospital NHS Trust, you remain dissatisfied with the outcome of your complaint, you may wish to consider taking your complaint further as outlined below.

External appeal to the Information Commissioner

If we are unable to provide you with a satisfactory response to your complaint you can ask the Information Commissioner to investigate further. You should do this as soon as possible and within two months of receiving the Trust's final response.

Complaints about possible breaches of the FOI Act 2000 should be sent to:

FOI Case Reception Unit
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
<http://ico.org.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the FOI Act 2000 have been complied with.

For more information on when and how to complain to the Information Commissioner, please read the Information Commissioner's Office leaflet: Freedom of Information Act 2000 and Environmental Information Regulations 2004: When and how to complain, available from the ICO website www.ico.org.uk

Hospital information

Northampton General Hospital operates a smoke-free policy. This means that smoking is not allowed anywhere on the Trust site, this includes all buildings, grounds and car parks.

Car parking at Northampton General Hospital is extremely limited and it is essential to arrive early, allowing ample time for parking. You may find it more convenient to be dropped off and collected.

This information can be provided in other languages and formats upon request. Contact (01604) 544516 or the Patient Advice & Liaison Service (PALS) on (01604) 545784, email: pals@ngh.nhs.uk