

## Nutricia Homeward:

### Nutricia Ltd.

- Newmarket Avenue, White Horse Business Park, Trowbridge, BA14 0XQ. Tel. 01225 711794
- 3 C and D South, Victoria Quay, Edinburgh, EN6 6QQ. Tel. 0345 600 9527

## Our Commitment to handling complaints

We know that sometimes things go wrong, and we really value your feedback. Letting us know if you are not happy with our products or services provides us with the opportunity to put the situation right as quickly as possible and helps us to improve our service for all our customers.

We act as an NHS Business Partner, providing services directly to NHS patients, therefore we operate a complaints procedure which meets NHS criteria. Should you have any further concerns or information relating to your complaint, please contact the Quality Assurance team. Contact details are at the top of this leaflet.

## Making your complaint

You can complain in the following ways:

- write to: Quality Assurance Nutricia Ltd, Newmarket Avenue, White Horse Business Park, Trowbridge, BA14 0XQ
- email: [qualityassurance@nutricia.com](mailto:qualityassurance@nutricia.com)
- Tel: 01225 711794.

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended if it is still possible to investigate your complaint. Anyone can complain, including young people. A family member, carer, friend, or your local MP can complain on your behalf with your permission. Should this be the case we will require your consent to discuss your complaint with your representative.

We will seek to make the necessary reasonable adjustments to handle any complaint on an individual basis. For people whose first language is not English, we have access to a translation and telephone interpreting service. Therefore, please let us know if you wish to use this service.

## Our promise is to:

- Treat your complaint fairly
- Try to resolve your complaint when you first contact us. If we cannot resolve your complaint straight away, we will send you an acknowledgement within 24 hours of initial receipt of your complaint.
- Provide a full response within 10 days or at a minimum an update on the investigation
- Keep you informed of our progress until your complaint has been resolved.
- Ensure that your care and treatment will not be affected because of making a complaint.

## Do you need support to make a complaint?

Making a complaint can seem difficult but support is available, and these services can help you:

- Contact your local **Healthwatch** to find out about independent NHS complaints advocacy services in your area.
- Most hospitals have Patient Advice and Liaison Service (PALS), who provide confidential advice, support and information to patients, their families and carers. Contact the hospital or visit their website for more details

## Not satisfied with our response.

We are committed to ensuring that all complaints are fully and fairly addressed. Should you remain dissatisfied after you have received our response, or if you have not heard from us within two weeks, please pass your concerns to the Quality & Product Specialist Team Leader at the above address.

We are happy to co-operate with any Patient & Public Involvement Forum or other external body, so long as we have your consent to do so. You can also seek advice from other agencies that might be able to resolve matters. Details of some helpful organisations are included below.

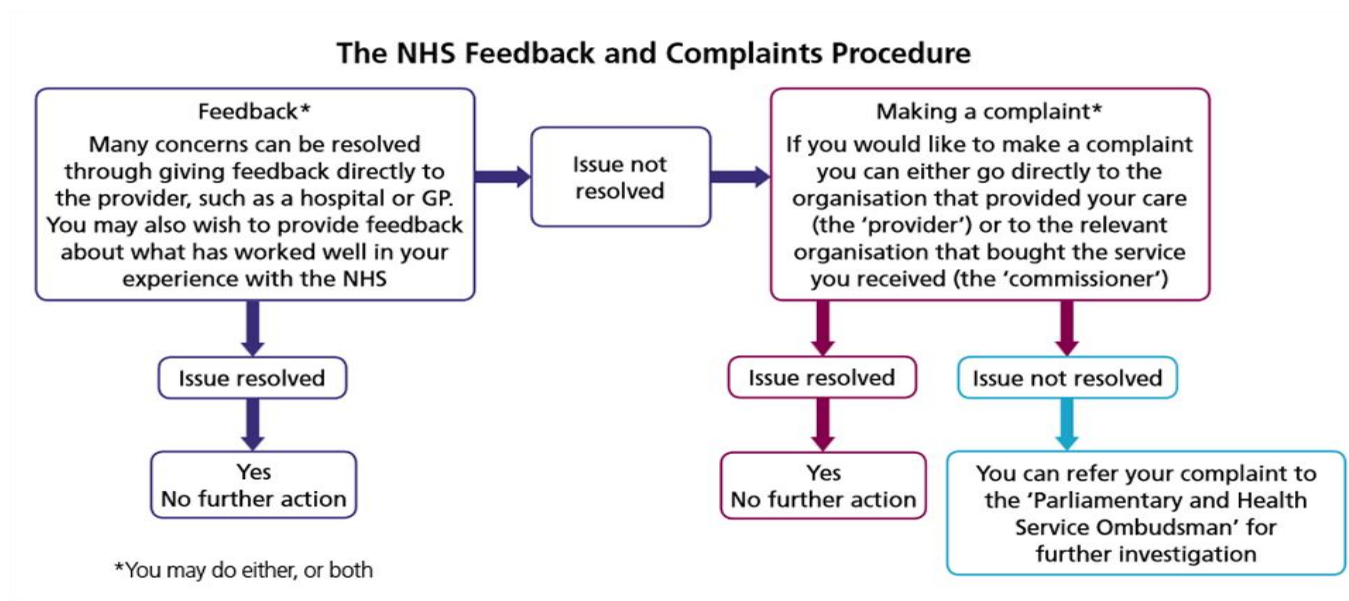
## Your Data – Our Data Protection commitment

At Nutricia Ltd., we are committed to protecting and respecting the privacy of individuals, and we take our obligations under Data Protection Legislation very seriously. We have robust governance procedures in place to manage the implementation of the General Data Protection Regulation and any applicable Data Protection Laws.

For further information about our approach to privacy, please visit:

[https://www.nutriciahomeward.co.uk/Privacy\\_Policy/](https://www.nutriciahomeward.co.uk/Privacy_Policy/)

The following organisations can also help with concerns about any NHS service, including those delivered by private providers such as Nutricia Homeward.



### [Healthwatch](#)

Healthwatch is an independent national champion for people who use health and social care services. Their purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. You can find your nearest Healthwatch by visiting the website at [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or by phone 03000 683 000.

### [Patient Advice Liaison Services](#)

If a patient feels uncomfortable directly contacting the NHS staff involved in their treatment, they may wish to contact their local Patient Advisory Liaison Service. PALS is a confidential service designed to help patients get the most out of the NHS. Although not part of the formal NHS complaints procedure, they may be able to resolve a complaint informally.

The service is run by volunteers and aims to:

- Advise and support patients, their families, and carers
- Provide information on NHS services
- Listen to your concerns, suggestions, queries, and praise
- Help sort out problems quickly on your behalf

They can be contacted via your local hospital or GP surgery.

Details of local groups can be found online.

### [Health Services Ombudsman](#)

The Parliamentary and Health Service Ombudsman provides a free service to the public by undertaking independent investigations into complaints that public bodies have not acted properly or fairly or have provided a poor service.

You can contact the Ombudsman office by:

- phoning 0345 015 4033 (textphone 0300 061 4298 for people who are deaf or have problems using a standard phone)
- sending an email to: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- texting 'call back', with your name and mobile number, to 07624 813 005. Someone will then call you.
- writing to: Parliamentary and Health Service Ombudsman Millbank Tower, Millbank London, SW1P 4QP or 3 C and D South, Victoria Quay, Edinburgh, EN6 6QQ
- Accessing the website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

[Care Quality Commission, CQC.](#)

The CQC can be contacted to share feedback on your health and social care services.

Tel: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Website: [www.cqc.org.uk/complaints](http://www.cqc.org.uk/complaints)

Mail: Care Quality Commission Citygate, Gallowgate Newcastle upon Tyne NE1 4PA

[Care Inspectorate, Scotland](#)

The Care Inspectorate Scotland can be contacted at:

Tel: 0345 600 9527 between 9am and 4pm, Monday to Friday

Email: [\*\*enquiries@careinspectorate.gov.scot\*\*](mailto:enquiries@careinspectorate.gov.scot)

Website: [\*\*online form\*\*](https://www.careinspectorate.com/index.php/online-complaint-form) ; (<https://www.careinspectorate.com/index.php/online-complaint-form>)