

Manchester Health & Social Care Complaints Charter

A Complaints, Comments & Feedback Charter for Manchester

By signing Manchester's Health and Social Care Complaints Charter, the organisations below have agreed to:

- Make health and social care better for everyone
- Value your comments, suggestions and complaints
- Ensure all complaints are thoroughly and efficiently investigated and lead to long term service improvement
- Treat you with courtesy, respect and sensitivity at all times

Charter signatories will:

- Acknowledge your complaint within 3 working days
- Explain how your complaint will be managed and be clear about any information which is needed as a result of the complaint
- Give you the name and contact details of the person or team investigating your complaint
- When asked will readily update you on the progress of your complaint if you contact the complaints team during the investigation
- Ensure your complaint does not adversely affect your ongoing or future health or care in any way

It is acknowledged that complaints form only a part of overall feedback and the greater commitment to service improvement.

This Charter applies to any person receiving health and/or social care in Manchester whether or not they reside in Manchester.

Signatories:

Greater Manchester Mental Health NHS Foundation Trust,

Greater Manchester Local Pharmaceutical Committee,

Manchester Health & Care Commissioning,

Manchester Local Care Organisation,

Manchester Primary Care Partnership,

The Christie NHS Foundation Trust,

Manchester University NHS Foundation Trust.