HUC

Compliments, feedback & complaints



Your experience matters

www.hucweb.co.uk



Your feedback matters

Tell us what you think

We're committed to providing safe, high-quality care, and your feedback helps us understand what we're doing well and where we could improve.

Whether you'd like to thank a member of staff, make a suggestion or tell us about something that went wrong, we want to hear from you.

Share your experience

Scan the QR code below to complete our short patient survey.

Every comment helps us learn and improve.



Making a complaint

Something not quite right?

We aim to provide the best possible care, but sometimes things go wrong. If you're unhappy with your experience, please let us know.

You can raise concerns with a member of staff or contact our Patient Experience team directly.

Telephone: 0808 260 9934
Email: huc.feedback@nhs.net

Please tell us what happened, when and where, and what you would like us to do.

Your care will not be affected by making a complaint.

You can complain on someone else's behalf, although we may need their consent or other appropriate authority before sharing confidential information.



What happens next?

Handling your complaint

1. We acknowledge

We'll acknowledge your complaint within three working days.

2. We investigate

We'll review your concerns, speak to those involved and establish what happened. We aim to complete our investigation within 35 working days. If we need longer, we'll explain why and keep you informed.

3. We respond

We'll explain our findings, answer your concerns and outline any actions we're taking.

Learning from your experience

Complaints help us improve our services and prevent similar problems.



If you're still unhappy

Taking your complaint further

If you're dissatisfied with our response, please contact us to discuss your concerns.

You can also refer your complaint to the independent **Parliamentary and Health Service Ombudsman.**

Telephone: 0345 015 4033
Website: www.ombudsman.org.uk

Independent support

Free NHS complaints advocacy may be available to help you make a complaint.

Care Quality Commission (CQC)

You can share concerns about care quality or safety with the CQC, although it does not resolve individual complaints.

Telephone: 03000 616 161
Website: www.cqc.org.uk



Contact us

HUC Patient Experience Team
The Old Ambulance Station
Ascots Lane
Welwyn Garden City AL7 4HL

Telephone: 0808 260 9934
Email: huc.feedback@nhs.net
Website: www.hucweb.co.uk/contact

Need information in another format?

Please contact us if you need this leaflet in another language or format, or require help sharing your feedback.

Your privacy

We handle your information confidentially and in accordance with data protection legislation.

For information about accessing your medical records, email dpo@huc.nhs.uk