

# Therapeutic Apheresis Services

## Compliments and Complaints Procedure



# Your opinion matters

## Help us to improve our service to you

**Therapeutic Apheresis Services (TAS) is committed to providing an excellent service for our patients and donors. We are always looking for ways in which we can improve our service to you. To do this we need your views on how we could do things better and what matters most to you.**

This leaflet gives you the opportunity to tell us what we are doing well, where we need to improve or simply to provide us with some feedback.

Please complete the attached form and pass it to a member of staff, or send it to us free of charge at the address given at the back of this leaflet.

Alternatively you can contact us:

- Call our Administration Office on: **01212 788285**
- Fax our Administration Office on: **01212 788231**
- E-mail us at: **[therapeuticapheresisservices@nhsbt.nhs.uk](mailto:therapeuticapheresisservices@nhsbt.nhs.uk)**



# What happens to the information you provide?

## Compliments and feedback:

We will be delighted to receive your positive feedback and we will pass on any compliments, queries, comments or suggestions to the relevant person. If you have indicated that you would like a reply we will telephone or write to you.

## Complaints:

If we don't get it right, please speak to a member of staff whilst you are with us. They will do their best to help you. We welcome the opportunity to resolve any problems at the time.

However, if you prefer to write to us you can complete this leaflet or write separately to the address given overleaf. We will acknowledge your communication within three days of receipt and plan to contact you by telephone within a week to discuss your concerns. We hope to resolve your concerns to your satisfaction at this stage.

If you are not satisfied with our initial response or if your complaint is of a more serious nature, then we will discuss with you the improvement needed, what needs to be investigated and how long it is likely to take. We will then follow up with written confirmation of our investigation and the outcome.

If you would like information or support with making a complaint please contact our NHS Blood and Transplant Customer Services Department on: 0300 123 23 23 who will be pleased to help you.

**If you feel your complaint has not been fairly addressed then you may take up your concerns with the Health Service Ombudsman (Tel: 0345 015 433, fax: 0300 061 4000 or website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk))**

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Please tick the relevant box: Compliment [ ] Complaint [ ] Other feedback [ ]

Do you require a response to your feedback or complaint? Yes ☐ No ☐

**Please use the space below to provide us with your feedback:**

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Which TAS unit did you visit: .....

The date/s of your visit to the TAS unit: .....

Today's date: .....

**Your Details**

Title..... First Name..... Last Name.....

NHS/Hospital Number.....

Home Address.....

.....

.....

..... Post Code .....

Telephone Number .....

E-mail address .....

Convenient time to contact you: ☐ AM (09.00 – 12.00) ☐ PM (12.00 – 17.00)

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*Blood and Transplant*



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FREEPOST RTCS-LHCT-BKZJ  
Hannah Scrimshaw  
NHS Blood & Transplant  
61-65 New Street  
BIRMINGHAM  
B2 4DU

You don't  
need to use  
a stamp, but  
by doing so  
helps to save  
our funds

