

# Let us know how we are doing

## Compliments and Complaints



# Help us just a drop more

**Listening Responding Improving – We are committed to providing a quality service for our donors and are always looking for ways of improving how we work. What matters to you is very important to us so we welcome your views to help us improve our service.**

This leaflet gives you the opportunity to tell us what we are doing well, where we need to improve or simply to provide feedback. Examples of our responding to your feedback include: changing the way that we manage our queues, removing the upper age limit for regular donors and our adopting a consistent low cost telephone number for our Helpline.

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

Alternatively you can contact us as follows:

- Telephone our Helpline **0300 123 23 23**
- Email us at **[customer.services@nhsbt.nhs.uk](mailto:customer.services@nhsbt.nhs.uk)**
- Visit our website: **[blood.co.uk](http://blood.co.uk)**
- To use Text Chat please SMS **07860 034343**
- Our Minicom number is **0845 730 0106**

Textphone users can dial direct to our Minicom number or, to use Text Relay, dial 18001 0300 1232323.



# What happens to your feedback after contacting us?

## Feedback and compliments

We will be pleased to pass on any compliments, queries, comments or suggestions to the relevant person and if you have indicated you would like a response we will telephone or write to you.

## Complaints


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

However, you may prefer to write to us, complete this leaflet or to telephone our **Helpline on 0300 123 23 23**. We will acknowledge receipt within three days and plan to contact you within a week to discuss your concerns by telephone. We hope to resolve your concerns to your satisfaction at this stage.

If you are not satisfied with our initial response or 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 more information or support with making a complaint then our customer service department would be pleased to help and can be contacted through our helpline. A large print contact form or our 'typetalk' facility is available through our website.

**If you feel that your complaint has not been fairly addressed then you may take up your concerns with the Health Service Ombudsman (Tel: 0345 015 4033, or website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).**







Visit [blood.co.uk](http://blood.co.uk)  
Or call 0300 123 23 23

Fold here



Freepost RTZK-UGRA-EGBJ  
Customer Services  
NHS Blood and Transplant  
Charcot Road  
LONDON  
NW9 5BG



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## **NHS Blood and Transplant**

NHS Blood and Transplant (NHSBT) saves and improves lives by providing a safe, reliable and efficient supply of blood and associated services to the NHS in England. We are the organ donor organisation for the UK and are responsible for matching and allocating donated organs. We rely on thousands of members of the public who voluntarily donate their blood, organs, tissues and stem cells. For details of our privacy statement visit [www.nhsbt.nhs.uk/privacy](http://www.nhsbt.nhs.uk/privacy)

### **For more information**

**Visit** [blood.co.uk](http://blood.co.uk)

**Call** [0300 123 23 23](tel:03001232323)