

Making a Public Health Complaint

Public Health
Directorate



Equal Opportunities Monitoring - Under the Equality Act 2010, the council has a responsibility to ensure that it does not unfairly discriminate in the services it provides. In order to help us ensure that our Equal Opportunities policy is working, would you please provide the following information by ticking the appropriate boxes:

Sex/Gender Identity - Are you;

Female Male

Trans; Male to Female

Female to Male

Asian

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian *(please specify)*

Black

- African
- Caribbean
- Other Black *(please specify)*

.....
Mixed /Multiple Ethnic group

- White and Black African
- White and Black Caribbean
- White and Asian
- Any other Mixed background *(please specify)*

.....
White

- British
- Irish
- Gypsy/Traveller
- Any other White *(please specify)*

.....
Other ethnic group

Arab Any other *(please specify)*

Disability - Do you have a disability which affects your day to day activities, which has lasted or you expect to last at least a year? **Yes** **No** **Not Sure**

Sexual Orientation - Are you;

- Lesbian/gay woman Gay man Bisexual
- Heterosexual/straight Unsure

Religion - Are you; Buddhist Christian Hindu Jewish
 Muslim Sikh No Religion
 Any other religion *(please specify)*

Age - How old are you?

This information will be treated in the strictest confidence and will only be used for statistical monitoring, to ensure our services are accessible to everyone

Complaints about the Public Health functions of Local Authorities

Public Health complaints are handled in line with the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.(SI 2012/ 3094).

What is Public Health?

Public health is about improving and protecting the health of groups of people, rather than about treating individual patients. It is about helping people to stay healthy and avoid becoming ill. The Public Health team at Wolverhampton City Council commissions services across a range of policy areas, including:

- Sexual health
- Health checks
- Drugs and alcohol
- Smoking cessation
- Weight management
- Breastfeeding
- Children's health (5-19 year olds)
- Mental health and wellbeing
- Health advocacy

The Public Health Service is not responsible for providing health services to individuals for example through hospitals. Complaints concerning these services should be directed to the Clinical Commissioning Groups or to PALS (Patient Advice and Liaison Service) for your hospital or service provider.

What to do if you have a complaint about Public Health Services

In the first instance you should talk directly to the provider of the services about which you have concerns. They will have a complaints procedure which you can use to make sure your concerns are heard.

If you come to us first we will ask your permission to pass your complaint to the appropriate service provider if you are not complaining about a service provided directly by Wolverhampton City Council Council.

If you feel unable to contact your service provider or you are dissatisfied with their response, you can complain directly to the City Council, using the Public Health Service Complaints Procedure.

The council operate a two stage complaints procedure for Public Health

Stage 1 - How we will deal with your complaint?

The legislation challenges us to resolve complaints speedily and efficiently and to keep you informed, as far as reasonably practicable, as to the progress of the investigation.

We will acknowledge the complaint not later than three working days after the day on which we receive it and will offer to discuss with you how the complaint will be handled and how long this may take.

The complaint must be made not later than 12 months from the incident occurring, or of the incident coming to the attention of the customer

The complaint must be acknowledged within 3 working days of it being received by the Council, and a meeting offered to discuss how it is to be handled and how long a response is likely to take.

The complaint process must be completed within 6 months of the complaint being received and a report sent which explains how the complaint has been considered and the conclusions reached. Hopefully most issues can be resolved much more quickly.

If an outcome cannot be reached in six months we will tell you and aim to complete the investigation as soon as is practicable.

Stage 2 - What to do if you are not happy with the outcome of your complaint

If you are not satisfied with the response you receive when the report of the investigation into your complaint is completed you may take your complaint to the Local Government Ombudsman (LGO).

Telephone: **0300 061 0614** or **0845 602 1983**

Write to:

**The Local Government Ombudsman,
Box 4771
Coventry
CV4 0EH**

Web: **www.lgo.org.uk**

Healthwatch

If you have any feedback or concerns on health, public health or social care services, these can be shared with Healthwatch Wolverhampton.

Healthwatch will collect this information and use it to inform future service improvements.

For more information go to:

<http://healthwatchwolverhampton.co.uk>

Healthwatch Wolverhampton

WVSC Building, 16 Temple Street, Wolverhampton WV2 4AN

Telephone: **01902 426271**

Email: **info@healthwatchwolverhampton.co.uk**



Data Protection Information

The Information provided is subject to the Provisions of the Data Protection Act 1998. Wolverhampton City Council and Partners will use the information to monitor the fairness of services provided, plan and develop future services, and to assist in providing tailored services.

Information will remain confidential and is protected by the provisions of the Data Protection Act. Further information regarding the Data Protection Act 1998 is available on the Information Commissioner's Website: **www.ico.gov.uk**

Data Matching

This authority is under a duty to protect the public funds it administers, and to these end may use the information you have provided on this form for the prevention and detection of fraud.

It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see

www.wolverhampton.gov.uk/council/corporate/finance/corruption_fraud/nfi.htm

Alternative Formats

You can get this information in large print, Braille, audio or in another language by calling **01902 551155**

Your contact details

Name

Address

Postcode

Daytime Tel No.

Email:

Your Signature:

Date:

Are you making this complaint on behalf of someone else? **Yes** **No**

Do you have their permission **Yes** **No**

Name of person you are representing

Their Date of Birth:

Relationship:

Address

Postcode

The signature of the person you are representing

Have you complained about this before? **Yes** **No**

If **Yes** which Office/Member of Staff has been dealing with your complaint?

If **No**, prior to completing this form can you consider calling the
Complaints Helpline on **01902 553215**

What would you like to see as a result of your complaint?

Business Reply
Licence Number
RTSK-XSLZ-CSYB



Public Health Customer Feedback
City Of Wolverhampton Council
People Directorate
Civic Centre
St. Peters Square
WOLVERHAMPTON
WV1 1RT

wolverhampton.gov.uk 01902 551155

 WolverhamptonToday  @WolvesCouncil  WolverhamptonToday

City of Wolverhampton Council, Civic Centre, St. Peter's Square,
Wolverhampton WV1 1RT

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