

If, after investigations by Northampton General Hospital NHS Trust, you remain dissatisfied with the outcome of your complaint, you may wish to consider taking your complaint further as outlined below.

## External appeal to the Information Commissioner

If we are unable to provide you with a satisfactory response to your complaint you can ask the Information Commissioner to investigate further. His address is:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK95 5AF

<http://www.informationcommissioner.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with.

## Information



# Freedom of Information Act 2000

## Complaints procedure Making a complaint

Northampton **NHS**  
General Hospital  
NHS Trust

## Introduction

At Northampton General Hospital NHS Trust, we aim to provide services of a consistently high standard. To help achieve this aim, we want to hear any suggestions, comments or complaints you may have on the services we provide under the Freedom of Information Act 2000 (FOI).

**This leaflet tells you how to let us know if you are dissatisfied with our services under the Freedom of Information Act, or feel that you have been unfairly treated by us.**

These concerns may be about our Publication Scheme or about the outcome of a request for information.

With your help we can try to ensure that our services meet peoples needs and, if we fail, we will make every effort to put things right.

## How to make an FOI complaint

In most cases, the Freedom of Information Manager will be able to sort out any concerns you have at the time they arise.

Contact details for the Freedom of Information Manager are:

Miss Gwenneth McConnell  
Freedom of Information Manager  
Tel: (01604) 544755 (direct dial)

If you are unhappy about how we have handled your freedom of information request or matters concerning our Publication Scheme, you can make a written complaint (including e-mail) to:

Mrs Christine Allen  
Director of Planning and Development  
Northampton General Hospital  
Cliftonville  
Northampton  
NN1 5BD  
E-mail: [xxxxxxxxx.xxxxx@xxx.xxx.xx](mailto:xxxxxxxxx.xxxxx@xxx.xxx.xx)  
Fax: (01604) 545890

## What should be included in your letter of complaint?

It will help us if you could show 'FOI Complaint' at the top of your complaint letter or in the subject line of your e-mail, and then:

- (a) Tell us what your complaint is
- (b) Explain what happened, or what went wrong (details); and
- (c) Tell us what you would like to happen - do you want an apology?

This will help to clarify the issue and to make sure that we have a shared understanding of your concerns.

## Our response to you

On receipt of your written complaint an acknowledgement will be sent to you within 2 working days. It will then be investigated as quickly as possible and every effort made to send a full response within 25 working days of receipt.

In the event that investigations are not complete, we will contact you again to keep you informed of progress.