

Contact details

Patient Experience Team

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Patient Advice and Liaison Service (PALS)

Queens Medical Centre campus
Tel: 0800 183 0204

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www.nuh.nhs.uk

Complaints Mediation

Patient Experience Team

This document can be provided in different languages and formats. For more information please contact:

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What is complaints mediation?

Complaints mediation is an informal and flexible process intended to complement the Trust's formal arrangements for handling complaints about the treatment or services provided at Nottingham University Hospitals NHS Trust. It is an alternative way of attempting to resolve complaints.

Usually when someone makes a complaint against the Trust it is investigated and we aim to provide an answer to resolve your complaint.

How can mediation help me?

Mediation is governed by a clear framework. In mediation, you have the decision making power, not the mediators.

- **Mediation is voluntary** – it is your choice to go ahead with mediation or not.
- **Mediation is impartial** – mediators treat both parties equally. They have no vested interest in the outcome and will not take sides.
- **Mediation is future-focused** – mediators will acknowledge what has happened and ask you to consider what you would like to happen in the future.

Thus, mediation is quick, you decide how you want to resolve your complaint and you are involved all the way through.

How does mediation work?

With mediation, the person making the complaint agrees to meet with a member of the Patient Experience Team from the Trust who knows about their situation and together they work out how to resolve the problem.

You will be asked if you want to use mediation to resolve your complaint. If you do, then a meeting will be arranged with trained mediators.

The purpose of the meeting is for you and the member of staff involved in your complaint to agree what needs to be done to resolve the issues.

- The mediators will help to write up a Mediation Agreement and you will be given copy.
- You will meet in a private place where you can discuss the situation confidentiality.
- If necessary the mediators will help you unravel the issues.
- They will help you consider all options available to you, and advise on where you might also get further help or assistance.
- They will not tell you what to do. It is their role to help you consider what you want to do – in anything – and decide what is most appropriate in your situation.

What about confidentiality?

- The mediation service is completely confidential and you do not have to inform anyone that you are using the service.
- Mediators will not inform anyone that you are taking part in mediation and what you say will not be shared with anyone.
- By taking part in mediation you do not give up your rights to use formal procedures.

Who decides on mediation?

Your first contact point will come from the Patient Experience Team who will arrange for your initial session to take place within five working days if you agree that mediation is an acceptable way forward.

What happens if I am still not happy?

If you and the member of staff involved in your complaint cannot reach an agreement, then you can ask for further attempts to be made to resolve your complaint (or those areas which are not resolved). You can do this by contacting the Patient Experience Team (details overleaf).