



# **How to compliment, comment or complain**

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**NRS Healthcare aims to deliver a first-class service to all people who we meet. We see all feedback, whether good or not so good, as a valuable way for us to learn and improve our services. Therefore, we welcome all compliments, comments and complaints.**

## What type of feedback do you have?



### Compliments

We love to hear good news stories from you when you have had a positive experience with an NRS Healthcare service, particularly where staff have gone over and above your expectations.

Acknowledgement of good service is a very positive way for us to learn from you. Details of all compliments received will be shared with the staff members and the team concerned, as well as at management level. It always makes our day brighter!



### Comments

People who use our services generally have the best ideas on how to improve them. Therefore, we welcome comments about any niggles you have had or ways that you think we can do things better. If you make a comment to us, this will be logged and passed to the relevant department or partner to take action as necessary.



## Complaints

We accept that although we do everything possible to ensure that you are treated fairly and properly and as we would wish a member of our family was treated, sometimes things do go wrong and it's important that you tell us if you're unhappy. Most issues can be sorted out easily and quickly, so in the first instance we would ask that you speak directly to the member of our team that has seen you or their manager. This is usually the best way of sorting out any issues. Your local contact is:

Hull Wheelchair Service

NRS Healthcare

11 Reed Street

Hull

HU2 8JJ

Phone number: 0344 893 6375

Email address: [enquiries@her.nrs-uk.net](mailto:enquiries@her.nrs-uk.net)

If you feel this has not resolved your complaint then our complaint handling procedure is designed to identify the problems and resolve issues quickly and fairly. If you write to us we will acknowledge your complaint in writing within three working days. If you make your complaint by phone then we consider it to have been acknowledged during the call.

If we can resolve your concerns immediately and you are happy for us to do so then we'll tell you straight away what action we intend to take.

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If you wish to make a formal complaint then we will provide a full written response to your complaint within a maximum of twenty working days from the date we received your complaint via letter, email or phone call. Our response will include the conclusions that we have reached.

If we feel that we need longer than twenty working days to fully investigate your complaint then we'll contact you as soon as is possible during that time to advise why there is a delay and how long we think that it will take.

We will ensure that after we've responded to your complaint that we contact you again to check that you're happy with the outcome and you feel that your complaint was handled fairly and properly.

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If you don't feel that your complaint was handled fairly or you're unhappy with the outcome you can escalate your complaint by writing in to:

Clinical Services  
NRS Healthcare  
Sherwood House  
Cartwright Way  
Forest Business Park  
Bardon Hill  
Coalville  
LE67 1UB

Or by email at [clinicalservices@nrshealthcare.co.uk](mailto:clinicalservices@nrshealthcare.co.uk)