

# Breastfeeding Matters

## supporting your breastfeeding needs

### PATIENT COMPLAINT INFORMATION LEAFLET

At Breastfeeding Matters, I, Lynn Timms strive to provide the best possible service for my clients. However, I recognise that sometimes you may feel that I have not met your needs.

If you have any complaint or concern about the service you have received from Lynn Timms you are entitled to ask for an explanation.

I operate an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

#### **My promise to you**

I will:

**Listen** to your complaint or concern.

**Respond** by establishing a clear, appropriate plan of action, and provide you with relevant support and advice.

**Improve** the service however I can.

#### **How to make your complaint**

I hope that I can resolve your problem easily and promptly, often at the time the problem arises and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, I would like you to do so as soon as possible. This will enable me to establish what happened more easily.

Please make your complaint in writing to me, Lynn Timms at [bfeedingmatters@yahoo.co.uk](mailto:bfeedingmatters@yahoo.co.uk).

Please be assured that any complaint you make written or verbal will be treated in strict confidence and have no effect upon the level of treatment and care that you receive from me.

If you would prefer a family member, friend or advocate to make the complaint on your behalf, they may do so and I will work with them and yourself to resolve the problem. However, whilst I can receive a complaint on your behalf, I cannot provide

any medical information to a third party without your authority. To discuss or provide confidential information we would require a note signed and dated by you.

### **What happens next?**

Your complaint will be acknowledged within two working days of receiving it. This may well be a phone call from Lynn Timms to you (or your advocate) to make sure we fully understand your complaint.

I will aim to make a full response to you within the next 21 working days. During that time I will conduct an investigation to find out what has happened and whether there is any action that can be taken to put things right. If at the end of those 21 days I am still conducting my investigations I will notify you of the position and keep you fully informed until my investigations have been concluded.

As a result of the investigation I will:

- Make sure you receive an apology
- Find out what has happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Keep you informed of my progress
- Identify what I can do to make sure that problem does not happen again

### **Getting further help with your complaint**

I hope that through my complaints procedure I can resolve your problem satisfactorily. I believe that this will give us the best chance to put the matter right with you and the opportunity to improve my services for all my patients. If, however, I am unable to resolve your complaint I will take professional advice from my professional regulatory bodies and insurance provider.

If you feel that your complaint is not being dealt with in a satisfactory manner you may also contact the

CQC: Care Quality Commission on 03000 616161

NMC: Nursing and Midwifery Council on 020 7637 7181

*Thank-you  
Lynn Timms*

*Registered Nurse, Health Visitor, International Board Certified Lactation Consultant  
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