

## **Making a Complaint – Information for Patients**

At MyPace, we are committed to providing safe, respectful, and high-quality care. We welcome feedback and take complaints seriously as an opportunity to learn and improve our services.

### **Who can make a complaint?**

You can make a complaint if you are:

- A current or former MyPace patient
- Someone authorised to complain on behalf of a patient (with consent)
- A parent or legal guardian of a child
- A representative acting for someone who is unable to complain themselves

### **How do I make a complaint?**

All complaints must be submitted using the MyPace online complaints form. This helps us make sure your complaint is logged correctly and reviewed promptly. You may find the Complaints Form [here](#).

If you contact us through another route, we will guide you to the complaints form so that your concern can be formally registered.

### **What happens next?**

Once your complaint is received:

- We will acknowledge your complaint within 5 working days
- We will investigate your concerns fairly and carefully
- We will provide a written response within 30 working days (or agree a revised timescale if needed)

### **What will the response include?**

Our response will usually include:

- A summary of the issues you raised
- An explanation of what we found
- Any actions taken or changes made as a result
- An apology where appropriate

### **Will my care be affected?**

No. Making a complaint will not affect your current or future care with MyPace. Complaints are handled fairly and confidentially.

## Confidentiality and safety

Your complaint will be handled sensitively and confidentially. If your complaint raises concerns about safety or safeguarding, we may need to take further action to protect you or others, but this will always be done appropriately.

## If you are not satisfied

If you remain unhappy after receiving our response, you can request further review or seek independent advice. Information about next steps will be included in our response letter.

## Our commitment to you

We are committed to listening, learning, and improving. Your feedback helps us provide better care for all our patients.

## MyPace Complaints Team

 Phone lines: Monday–Friday, 09:00–12:00 & 13:00–15:00

 Phone: 01332 416486

 Email: [support@mypaceuk.com](mailto:support@mypaceuk.com)

 Website: [www.mypaceuk.com](http://www.mypaceuk.com)

**Important:** MyPace does not provide an emergency or crisis service. If your matter is urgent or you have a medical emergency, please contact NHS 111, your GP out-of-hours service, or if the situation is serious or life-threatening, call 999 or attend A&E. *If you are experiencing a mental health crisis, you can also contact your local NHS crisis line or Samaritans on 116 123.*