

Compliments & Complaints

dignity 

**dignity in health and social care
services for people in Leeds**

contact details for **compliments** and **complaints**

Leeds City Council, NHS organisations and the Voluntary and Independent Sector in Leeds have been working very hard to promote dignity and respect to everyone who uses our services. If you feel you have not been treated with dignity and respect we want to know.

We encourage you to talk to the Manager of the service you are using and hopefully any issues should be resolved straight away. If, however, you feel the outcome was unsatisfactory and you want to make a complaint, you can contact the number(s) listed opposite, depending on the organisation providing the service.

dignity & respect

We also want to know about good practice, so you can call the same numbers to compliment any service or members of staff who you feel have worked particularly well to put 'the dignity challenge' into practice.

Leeds City Council, Contact Centre:

Tel: 0845 125 4113

NHS Leeds:

Free Phone: 0800 052 5270

Leeds Teaching Hospitals NHS Trust:

Tel: 0113 206 7168

Leeds Partnership Foundation Trust:

Tel: 0113 305 5973

the **dignity** challenge

All Health and Social Care services in Leeds are committed to respecting people's dignity and should:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and a positive self esteem
10. Act to alleviate people's loneliness and isolation