

## Forum Information and Advice Line Service Complaints Policy

If you are not satisfied with the information or advice the Forum Information and Advice Line Service has given please follow the steps below.

You should contact the Forum Information and Advice Line Service on **0800 559 3636**, email [mobility@rcht.cornwall.nhs.uk](mailto:mobility@rcht.cornwall.nhs.uk) or write to us at:

Forum Information and Advice Line  
Infoline Manager  
c/o Cornwall Mobility Centre  
Servicing the South West Peninsula  
Tehidy House, Royal Cornwall Hospital  
Truro, Cornwall  
TR1 3LJ

sending details of your complaint.

In each circumstance, you should ask for or address it to the Forum Information and Advice Line Service Manager, who will be dealing with your complaint and will send acknowledgement within 5 working days of receiving it.

Once the investigation is complete, the Manager will contact you with the outcome of the investigation with a proposal as to how the matter can be satisfactorily resolved. Under normal circumstances the manager will do this within 10 working days of receiving your original complaint.

If you are still dissatisfied with the response, you should contact the Forum Information and Advice Line Manager telling them so, and they will arrange a response from the Forum Chief Executive. After thoroughly re-investigating your complaint, under normal circumstances the Chief Executive will contact you, informing you of the outcome within 10 working days of when you re-contacted.

April 2010