

# How to raise a concern with the NHS Wales Shared Services Partnership

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**Listening**  
**Responding**  
**Improving**

## What is a concern?

An expression of dissatisfaction made towards NWSSP, related to its services, or the concern handling process itself, where a response or resolution is explicitly or implicitly expected.

Specific issues or concerns relating to products or services procured by NWSSP should be managed by Procurement Services. This is to ensure that quality and patient safety issues are identified and the appropriate bodies notified.

Please see below:

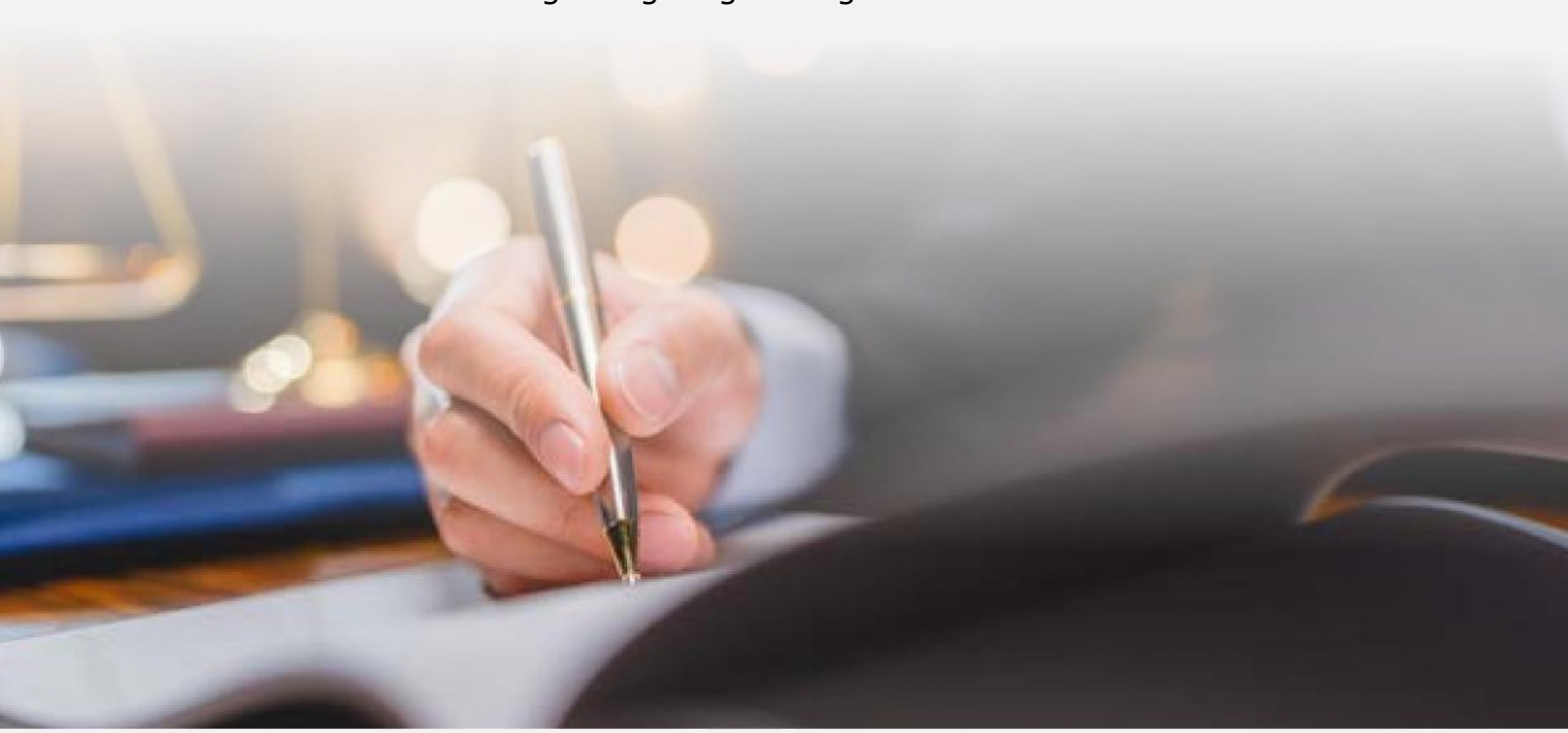
[Procurement Services - Complaints and Compliments](#)

[Corporate Services - Concerns and Complaints](#)

**NWSSP is committed to the delivery of high quality services to its customers.**

If you have experienced any issues or are dissatisfied with a service provided by the NWSSP, **we encourage you to inform staff at the time** or alternatively share your thoughts or concerns with us through any of the methods outlined in this literature.

Our Concerns and Complaints Management Protocol is aligned with the Welsh Government's "Putting Things Right" Regulations.



## How to raise a concern?

If you are unsure who to contact or are not satisfied with the way your initial concern has been dealt with please contact us by telephone, e-mail or letter as follows informing us of your concern and your contact details.

Please notify us if you have any particular communications that we should be aware of when dealing with your concern and we will do our best to meet them:

### **Address (Marking Private and Confidential):**

NHS Wales Shared Services Partnership  
Concerns Department, Corporate Services  
4-5 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

**Telephone:** 02921 501500

**Email:** [NWSSP.Complaints@wales.nhs.uk](mailto:NWSSP.Complaints@wales.nhs.uk)



## Who may raise a concern?

- ✓ Representatives of NHS Wales Health Boards, Trusts and Special Health Authorities.
- ✓ Representatives of Welsh Government departments who use NWSSP for specific services.
- ✓ Concerns may be made by a relevant person who uses the service of NWSSP or a person acting on behalf of a service user.
- ✓ Other stakeholders including contractors, suppliers and members of the public.

## Our commitment to addressing your suggestions and concerns

NHS Wales Shared Services Partnership will consider your concerns and suggestions politely, comprehensively, fairly and efficiently.

We will review your concern and respond in an open and honest manner.

We will acknowledge your correspondence within two working days of receipt. In most cases, you will receive a final reply within 30 working days of the date when we first received your concern. This does not include weekends and bank holidays. If we can't reply to you in that time, we will give you the reason why and advise you when you can expect a reply.

If your concern has been looked at by us and you are still not happy with our response, you can contact the Public Service Ombudsman for Wales. The contact details for the Ombudsman are:

**Tel:** 0845 601 0987

**Email:** [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**Website:** [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**Address:**

1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

