

Manchester Feedback and Complaints Service
Telephone: 0161 953 8388
Email: nhscomplaints@manchester.gov.uk
PO Box 532, Town Hall, Manchester, M60 2LA

Dr Roy Schestowitz
r@schestowitz.com

6 December 2021

Ref: MAN/00018988

Dear Dr Schestowitz

Thank you for your complaint dated 15 November 2021 regarding Yorkshire Health Solutions.

Following receipt of your complaint, an investigation was commenced on my behalf by Niall Bancroft, Complaints Officer.

I would like to thank you for taking the time to bring your concerns to our attention and I sincerely hope you have found my response to be helpful in addressing your complaint. If you should have any questions that you would like to discuss further after you have read this letter, please do not hesitate to contact Manchester Feedback and Complaints Service on 0161 953 8388 or via email: nhscomplaints@manchester.gov.uk

However, if you are dissatisfied with the response to your complaint and do not wish to allow us the opportunity to resolve with you any outstanding concerns, you also have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The Ombudsman can be contacted at: <https://www.ombudsman.org.uk/making-complaint> or by telephone on 0345 015 4033

The Ombudsman service is independent of the Council and NHS and is the final stage of the complaints process. The Ombudsman may decide to investigate your complaint, or will provide you with reasons why they will not, according to their role and powers. During their investigation, they will ask questions of the organisation regarding your complaint. We will fully cooperate with their enquiry to enable them to make a decision as to whether we have acted unfairly in our service provision, or in considering your complaint. Once you refer your complaint to this service, we will be unable to transact with you about this complaint, and any further contact concerning it will be between the Ombudsman directly.

Please do not hesitate to contact our team if we can provide any further assistance or clarification.

Yours sincerely



Ian Williamson
Chief Accountable Officer