

## How to make a complaint about our services



We try to make sure that everyone is happy with our work.



We understand that sometimes people might not be happy with our work.



If you are not happy with our work, you can complain. It is OK to complain. We want to know if you are not happy.



If you are not happy you should try to tell the person you are working with. This is the best way to complain.

You should try to tell them as quickly as you can. This is because they might be able to help you straight away.

There are other ways to get help or complain.

## The Patient Advice and Liaison Service (PALS)



PALS can talk to you about your complaint.

They can tell you how to make an official complaint.

If you want to talk to PALS you can read their easy-read leaflet [here](#).

	<p>You can phone PALS. Their phone number is 0800 953 0363.</p> <p>They are open from Monday to Friday between 9.00 and 5.00.</p>
---	---

## Complaints Department

	<p>The Complaints Department can help.</p> <p>You can complain to them in a few different ways.</p> <ul style="list-style-type: none"> <li>• You can complain on the phone.</li> <li>• You can write to them.</li> <li>• You can send a fax.</li> <li>• You can send a comment card.</li> </ul>
--	---

	<p>When you complain, they will tell you when they get your complaint.</p> <p>They will tell you what they are going to do.</p>
---	---

	<p>They will try to find out what went wrong for you.</p>
---	---

	<p>We might need to talk to other people if your complaint was about them.</p>
---	--

	<p>We will tell you how long it will take to sort out.</p>
	<p>We might ask for you to give us more information to help to make things better.</p>
	<p>We might need to tell other people about what you have told us.</p> <p>We will ask you if this is OK.</p> <p>We will only talk to other people if we have to.</p>

### Useful people to contact

<p>Independent Complaints Advisory service (ICAS)</p>	<p>0300 456 2370  <a href="mailto:pohwericas@pohwericas.net">pohwericas@pohwericas.net</a>  <a href="http://www.pohwer.net">www.pohwer.net</a></p>	<p>They can help you to complain.</p>
<p>Parliamentary and Health service Ombudsman</p>	<p>0345 015 4033  <a href="mailto:Physo.enquiries@ombudsman.org.uk">Physo.enquiries@ombudsman.org.uk</a>  <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a></p> <p><b>Or write to:</b></p> <p>Ombudsman, Millbank Tower,  Millbank, London, SW1P 4QP</p>	<p>They can help you if you are not happy with how we dealt with your complaint.</p>

**If you would like to receive this leaflet in a language or format of your choice please contact the complaints department on 020 8630 2923**