



Patient Advice & Liaison Service, Complaints and Compliments

For a better life



If you want to raise an issue or make a complaint about the service you're receiving from us, please contact the manager of the service concerned in the first instance.

We recommend them as your first stop so that the issue can be dealt with locally and plans can be put in place to resolve it as quickly as possible. The manager will do this promptly upon receipt of your concern or complaint, either by telephoning you, writing to you or meeting you in person.

Alternatively, you can contact our Patient Advice and Liaison Service (PALS).

About PALS

PALS is a confidential service that works with you to quickly resolve issues, problems and concerns.

We specialise in helping if you have a problem and don't know who to ask, if you want information and don't know where to go, if you want to comment on our services but aren't sure how, or if you need advice or information on the care process. Examples of the sorts of issues the PALS team can help you to resolve are:

- ▶ if you need support from an advocate and don't know how to contact one
- ▶ if you use our services or are a carer and have concerns about treatment.

What we do

We call, email or meet with you to talk through your concerns and establish possible resolutions, which we aim to conclude within one working day.

We'll let you know the outcomes of all work we undertake regarding your issue and make sure you're happy with the resolution.

We aim to continually improve our services at Surrey and Borders through learning from people's experiences. Therefore, we regularly provide anonymised reports on issues and trends raised within PALS to the Trust's governance groups and committees.

Complaints service

There may be times when you feel that you wish to make a complaint and we'll do what we can to resolve your complaint to your satisfaction. We will:

- ▶ clarify your complaint with you to find out exactly what you're unhappy about
- ▶ investigate the concerns you raise
- ▶ write to you to explain how the complaint has been resolved and what appropriate action has been taken to avoid the problem happening again.

Complaints process

You can make a complaint about any aspect of the Trust's services either in writing, via email or over the phone. We'll send you an acknowledgement within three working days of receiving your complaint.

We'll then investigate the issues you've raised and review the outcome of that investigation with the aim of resolving matters for you. If we feel that urgent action is needed based on what you've said, it will be taken without delay.

We welcome complaints made on behalf of people who use services e.g. by family members/carers. However, we need the person's permission to share details about their care in order to respond fully. An investigation can still take place without permission, but we can only provide a general response. Please contact us to discuss how best we can take your complaint forward.

What if I'm not happy with the Trust's response?

If you're not happy with our response to your complaint then you can contact us again and let us know why. Meetings are often helpful to resolve matters in these cases as they enable us to hear what you have to say and allow us to explain issues more fully. We try to arrange any meeting at a location suitable to you.

Where can I get independent advice?

If you need support to make a complaint, your local NHS Complaints Advocacy Service can help.

Please contact the PALS and Complaints team using the details on the back of this leaflet for latest information about who provides this.

What if I remain unhappy about the investigation?

If you are dissatisfied with the outcome of the local resolution process you may ask the Parliamentary and Health Service Ombudsman to consider your complaint:

Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP

Complaints Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk/make-a-complaint

Our promise to you

People who use services and their carers will not be treated in any adverse way as a result of making a complaint or raising an issue or concern.

The work of the Complaints and PALS team is governed and monitored through the Trust's governance arrangements.

Compliments

We're always pleased to receive positive feedback from people who use our services. Please use contact us to make a compliment about our services.

Contact PALS

Tel: 01372 216202, 01372 216203, 01372 216204 or 01372 216245

Email: rxx.palsandcomplaintssabp@nhs.net

Post: PALS and Complaints Team, Surrey and Borders Partnership NHS Foundation Trust, 18 Mole Business Park, Leatherhead KT22 7AD

If you would like this information in another format or another language:

Call: 01372 216285 SMS text: 07786 202545

Email: communications@sabp.nhs.uk

Surrey and Borders Partnership NHS Foundation Trust
18 Mole Business Park, Leatherhead, Surrey KT22 7AD

Tel: 0300 55 55 222 Textphone: 020 8964 6326 www.sabp.nhs.uk

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