



How to complain



Easy Read



Making a complaint means speaking up about something you do not like or are not happy with.



Complaining will help.

We will be happy that you have told us what is wrong.



We try to learn from complaints.

It can make things better for the future.



If something is wrong, you can tell our **PALS** team.

PALS stands for 'Patient Advice and Liaison Service'.

They will listen to you and help you.

What to do



Call the **PALS** team on any of these numbers:

01372 216 202

01372 216 203

01372 216 204

01372 216 245



You can also email them.

Their email address is:

rxx.palsandcomplaintssabp@nhs.net

Getting help from an advocate



We can help you find an advocate if you want.

An advocate is someone who can help you complain.



They can help you speak up and make sure you are listened to.



They do not work for us. They are independent.

If you would like this information in another format such as large print, Braille or in another language please contact us on:

Tel: 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

Fax: 01372 217111 www.sabp.nhs.uk