

How to make a complaint?



**Information for patients,
families and carers**



How to make a complaint



If you are not happy with something we do, you must tell us.



First, you can talk to our staff and tell them your complaint.



They will try to make things better for you and make sure it doesn't happen again.



If you need support to make your complaint you can contact our **PALS** team. **PALS stands for patient advice and liaison service.**

PALS can help you



- You can call them on 023 8120 6325
- You can text 'callback' to 07879 667350 and they will phone you back, please include your name.
- You can email pals@uhs.nhs.uk
- You can visit them at the main reception desk on C level at Southampton General Hospital.





They can also help you with:

- Translator or interpreter.
- Accessible communication and information.
- Advocates.
- Mental health support.
- Carers support.
- Veteran support.

You can also ask a friend or relative to help with your complaint.



We will need permission to discuss your personal details with them.

When you make a complaint, we will:



- Contact you within 3 days.



- Introduce the person working on your complaint.



- Ask the best way to communicate with you.

- Explain what we are doing.

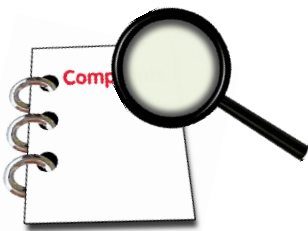
- Contact anyone else involved in your complaint.



- Tell you how we will improve.



It is important you make your complaint within 12 months.



This means we can fully investigate your complaint.



Making a complaint will not affect the treatment you receive from us and will not be kept on your medical records.

Independent Advice



The organisations below can also help you and they are not associated with the hospital.



Patients Association:
Telephone: 0845 608 4455
www.patients-association.com



Healthwatch Southampton:
Telephone: 023 8021 6018
www.healthwatchsouthampton.co.uk



AvMA:
Telephone: 0845 123 2352
www.avma.org.uk



The Advocacy People:
Telephone: 0330 440 9000
www.theadvocacypeople.org.uk



If you are not happy with how your complaint was dealt with, you can contact the Parliamentary and Health Service Ombudsman.



They are part of the government and can help you to continue with your complaint.



Telephone 0345 015 4033

Website: www.ombudsman.org.uk



Help us to improve

We want you to tell us how to be better.

This will help us to improve the things that are important to you.



Tell us your story or take part in our review groups.



To find out how, please contact us:

Email: pals@uhs.nhs.uk

Telephone: 023 8120 1676



If you need this document in Braille, large print or audio, or another language:

Call 023 8120 6325 or

Email pals@uhs.nhs.uk



You can also ask at the hospital main reception desk.

www.uhs.nhs.uk

