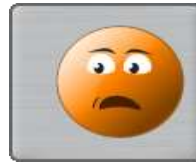


# Complaints, Compliments, Concerns and Comments

## The 4 C's



We would like you to tell us what you think of our  
mental health services





Tell us what you think is good or bad about us.

### **Good**



Tell our staff or our Patient Advice and Liaison Service (PALS) who like to hear what we are doing well.



### **Bad**

If something has gone wrong, tell PALS. They may be able to help.

If you're unhappy with a service from us you can complain.

### **How do I complain?**



You can tell staff.

You can tell PALS.



Phone the PALS team on 0800 073 1778 or 01225 362900

or email them at [awp.pals@nhs.net](mailto:awp.pals@nhs.net)



Or you can write to our Chief Executive.  
The address is on the back of this leaflet.



### **Is there a time limit for complaints?**

Yes. You have one year to tell us what has happened to make you unhappy about our services.



### **Who can make a complaint?**

- You
- Your family or carers
- An advocate for you.



### **What happens next?**

We will write to you in three days to say that we have received your complaint.

We will phone you to talk about what went wrong.

Sometimes we will meet you.

We will talk to staff about what went wrong.



The Chief Executive will also send you a letter telling you what we found out and what we are doing about it.



**What can I do if I am unhappy with the answer about my complaint?**

Tell us and we will look at it again.



**What if I am still unhappy?**

You can ask the Ombudsman to investigate. The Ombudsman is someone who can look at serious complaints against us.



**Confidentiality**

We will only tell people what you have told us if they need to know.



We will not treat you badly if you complain.

## How do you get help from PALS?



You can telephone PALS on:

**0800 073 1778** or **01225 362900**

You can write to PALS or the Chief Executive at:



**Avon & Wiltshire Mental Health Partnership  
NHS Trust  
Bath NHS House  
Newbridge Hill  
Bath, BA1 3QE**



You can email PALS at:

**[awp.pals@nhs.net](mailto:awp.pals@nhs.net)**

If you want a large print copy of this leaflet or a tape please ask us.

Lead: PALS and Complaints Manager

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