

## Independent complaint advocacy services

These services provide free advice and support to people who want to formally complain about NHS services. Please contact PALS for details of local complaint advocacy services.

Information about the NHS complaints procedure is also on the Department of Health's website.

## What if I'm unhappy with the reply?

Please let us know. It may be that the Trust needs to do more or have a meeting with you and other staff to talk about and sort out your outstanding concerns.

## What if I am still unhappy?

If you are still unhappy after the Trust has looked into your complaint again:

- you can ask the Ombudsman to investigate for you  
**Health Service Ombudsman**,  
Millbank Tower, Millbank London,  
SW1P 4QP  
Email: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You need to go through the NHS complaints procedure before the Ombudsman will look into your case. The Ombudsman is not obliged to look into every case.

- you can also contact:

### Care Quality Commission

Finsbury Tower, 103 - 105 Bunhill Row  
London, ECY 8TG  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## Contact us

PALS and Complaints Manager Avon  
and Wiltshire Mental Health  
Partnership NHS Trust

Bath NHS House, Newbridge Hill, Bath,  
BA1 3QE

Tel: **01225 362900**

Free phone: **0800 073 1778**

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

Further information is available at  
[http://www.awp.nhs.uk/advice-  
support/pals/](http://www.awp.nhs.uk/advice-support/pals/)

## Other formats and languages

If you need this information in other formats (for example large print, Braille) or in another language, please call the PALS number.

Lead: PALS and Complaints Manager  
Leaflet Code: AWP2010-136  
Last reviewed: Dec 2015  
Next review due: Dec 2018



Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

## How to give

your   
views

## Compliments, comments or complaints

## Your views

We welcome positive feedback, comments and concerns about services. These can help us share what we do well, learn and make improvements.

If you have concerns, please talk to the staff involved in your care. If you prefer, you can contact the Patient Advice and Liaison Service (PALS).

## How can PALS help me?

We are here to:

- give advice and support to service users, families and carers
- provide information on NHS services
- help sort out problems quickly, so you don't have to go through the formal complaints system. PALS aims to resolve issues as quickly as possible.

We will listen carefully and will do something about what you tell us wherever possible.

We can also support you and give you information if you wish to make a formal complaint.

## Confidentiality

Please remember that the Trust cannot share clinical information about a service user with relatives or friends without the service user's permission, except when the service user is a child or is unable to make their own decisions because of illness.

## How do I complain?

If you wish to make a complaint, you can discuss it with a member of staff. They will be as helpful as possible and will try to sort things out quickly and easily. If they can't do this straight away, they will tell you how to make a formal complaint.

If you do not want to raise your complaint with the staff involved in your care, then you can complain in these ways:

☎☎ Phone the PALS team:

Tel: **01225 362900**

Free phone: **0800 073 1778**

✉✉ Write to the Chief Executive at the address on the back of this leaflet.

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

Please include a postal contact address as to protect confidentiality, we will reply to you by letter.

## What will happen next?

We will acknowledge your complaint within three working days.

Someone from the Trust will then contact you to talk about your complaint and to agree a plan and time limit. This time starts from when we first received your complaint.

If you would like to meet this person, they will agree a convenient date, time and place with you.

When the investigation is finished, the Chief Executive will write to you within the agreed time. Occasionally, the Trust may not be able to reply as quickly as this. If so, we will let you know what progress is being made.

## Who can make a complaint?

- ☒ A current or former service user
- ☒ A relative, carer or advocate on behalf of a service user. if the service user has given consent
- ☒ Someone on behalf of the service user after they have died
- ☒ Someone on behalf of a service user who is a child or who is unable to complain themselves because of their mental or physical condition
- Relatives, friends or visitors about the service they themselves have received.

