

## Complaints and PALS – We're here to help

### How we can help

Any concerns that you have are often best dealt with when they arise. We would always encourage you to raise concerns with a member of staff who knows you and your situation (such as a doctor, nurse or therapist) or their manager. Staff will seek to resolve your problems promptly.

If you remain unhappy or would prefer to speak to somebody separate from the service, you can contact the Complaints and PALS team.

Sharing concerns can help us to improve services for you and others in the future. The Complaints and PALS team can help you if you are a patient, service user, relative or carer.

We listen to your comments and concerns and can liaise with staff, managers and other organisations to aim to provide prompt resolutions.

### Compliments

If you have been particularly pleased with any of our services, kindly let us know. Any compliments received are shared with the staff and team concerned and inform good practice across the Trust. You can also compliment the team or member of staff directly, if you prefer.

### Complaints

Staff work hard to provide a high standard of care, however, sometimes things do go wrong. When they do, we would like the opportunity to put things right as quickly as possible and learn from them.

We understand that it may not be an easy decision to complain. The Complaints and PALS team can assist you with registering a complaint and will guide you through the process.

We will discuss with you how you wish your complaint to be handled and together, we will be able to agree on the timeframes involved.

You can expect a thorough investigation as well as the opportunity to meet with relevant managers, if that is appropriate.

All complaints are treated in the strictest of confidence and are only discussed with members of staff involved and their managers.

Raising a complaint as soon as possible after the event will help us to investigate the issues effectively. Providing a contact number will enable us to get in touch with you right away.

Details of complaints are not kept in your health records. Making a complaint will not affect your ongoing or future care and treatment in any way.

### Useful contacts

#### **The Parliamentary and Health Service Ombudsman**

If once the Trust has had the opportunity to address your concerns and you remain dissatisfied, the next stage is to ask the Ombudsman to investigate your complaint. You will be informed by the Trust of what further it can do to resolve your complaint.

#### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
Millbank  
London SW1P 4QP  
Telephone: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Independent Advocacy for NHS complaints**

If you need to make a complaint, independent advocacy offers help and advice regarding the complaint process. This service is independent of the NHS and is free. If you would like contact details for an advocate in your area, please contact our main Complaints and PALS office.

### Contact us

The Complaints and PALS team are based in the Southampton region. If you contact our main office, we will refer you to the team who will be able to help you.

If you need any other arrangements to be made, these can be arranged including access to an interpreter. A leaflet is also available in print and on the website.

Complaints and PALS Department  
5 Sterne Road  
Tatchbury Mount  
Calmore  
Southampton  
SO40 2RZ



Tel: 023 8087 4065



Email: [hp-tr.complaints@nhs.net](mailto:hp-tr.complaints@nhs.net)



Website: [www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)



In person: by making an appointment



Fax: 023 8087 4178



Address: Complaints and PALS  
FREEPOST RSJL-JXSX-ATUE  
5 Sterne Road  
Tatchbury Mount, Calmore  
Southampton  
Hampshire SO40 2RZ

**This information is available in other formats including large print, braille and audio.**