Concerns and
Compliments

Concerns and
Complaints

patient advice and liaison service
Somerset Partnership
PALS is the ‘Patient Advice and Liaison Service’

We support you, your family and friends by:
- Listening to you.
- Giving information and advice.

We want you to tell us what you think our services.
Tell us when:
- You want to say ‘thank-you’ because we got things right and gave you good support. This is called a Compliment.
- You are worried or have questions about how we support you. This is called a concern.
- We got things wrong and gave you bad support. This is called a complaint.

When you tell us about a compliment, concern or complaint it helps us make our services better. This means we can support you better.

You can talk to:
- The staff looking after you.
- Us - The PALS team.
### You can tell the PALS team by:

- **Phone**: 01278 432022
- **Email**: complaints@sompar.nhs.uk or pals@sompar.nhs.uk
- **Post**: Freepost RSXK-USUL-SUHY
  Somerset Partnership NHS Foundation Trust,
  Mallard Court,
  Express Park,
  Bristol Road,
  Bridgwater,
  Somerset
  TA6 4RN

---

### Tell us what you think.

- **I want to say**:
  - Please **tick box**
  - I want to say ‘thank-you’
  - I am worried or have questions .
  - I want to tell you something was wrong
<table>
<thead>
<tr>
<th><strong>About you.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Telephone no.</strong></td>
</tr>
<tr>
<td><strong>Email address</strong></td>
</tr>
<tr>
<td><strong>Name of hospital ward or type of service</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>What you want to tell us:</strong></th>
</tr>
</thead>
</table>