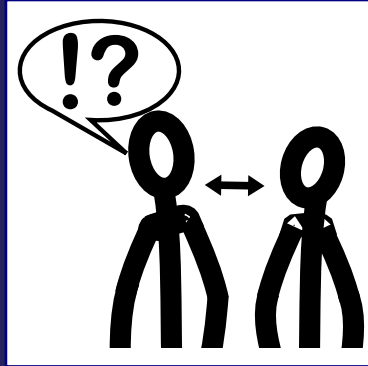




## Making a complaint



# How to tell us when something is wrong





Some times we don't get things right.



We want you to tell us if you are upset or angry.



You can talk to:



The staff looking after you.



The Patient Advice and Liaison Service team (PALS).



You can talk to the PALS team by:



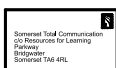
Phone

01278 432022



Email

[complaints@sompar.nhs.uk](mailto:complaints@sompar.nhs.uk)  
or  
[pals@sompar.nhs.uk](mailto:pals@sompar.nhs.uk)



Post

Freepost RSXK-USUL-SUHY  
Somerset Partnership NHS Foundation Trust,  
Mallard Court, Express Park, Bristol Road,  
Bridgwater,  
Somerset  
TA6 4RN



When you are upset or angry and things go wrong we will work with you to put it right.



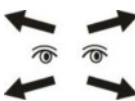
We will send you a letter. This letter will tell you we are finding out what went wrong.



We will look at what went wrong. This is called Investigating.



We will tell you what we learnt and what we are going to do to make things better.



We try to do the investigation quickly. Sometimes it can take us longer to investigate.



We will say sorry.



We will work hard to make things better.



Complaints are confidential and staff will not treat you any differently.



Your complaints are important, they help us make our service better.



If you are unhappy with what we do to make things better you can :



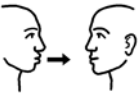
Talk to a manager.



Ask the Parliamentary Health and Social Care Ombudsman to independently look at your complaint further.

**SWAN**

SWAN Advocacy can support you.



SWAN Advocacy can help you tell us what was wrong



You can contact SWAN Advocacy:



Phone

01722 341851



Email

[email@swanadvocacy.org.uk](mailto:email@swanadvocacy.org.uk)



Website

[www.swanadvocacy.org.uk](http://www.swanadvocacy.org.uk).