

Making a complaint



Information about the NHS Complaints process



How can I raise a concern?

Sometimes we don't get things right.

If you are unhappy with the service you have received, it is important to let us know so that we can improve.

If you are unhappy, you can talk to any member of staff who is looking after you. You can also ask for the service manager, and speak to them directly. If you raise an issue directly with a member of staff, they may be able to sort it out immediately.

However, if you are worried about doing this, or if you want to do this when you are back at home, you can speak to the PALS service. You can do this by telephone, email or post.

Should I complain ?

Sometimes a complaint (often called a 'formal complaint') is the best way to resolve your concerns.

When things go wrong, we will apologise and try to put things right.

Making a complaint means that we will thoroughly investigate your concerns. We will do all we can to find out why things went wrong, and how we can make sure it doesn't happen again. We will give you the chance to meet with a manager, if you feel it would be helpful.

We will let you know what we have learned. If things have gone wrong, we will tell you how we will stop this from happening in future.

Complaints are not recorded on your medical record. Making a complaint will not mean that staff treat you any differently.

We value complaints because they are an important way for us to learn from our mistakes and improve our services.

How do I complain?

Our contact details are on the back of this leaflet. You can make a complaint by:

- ✓ telephone
- ✓ letter
- ✓ email
- ✓ face to face.

You can make a complaint to the staff involved, or to our Patient Advice and Liaison Service (PALS). Our PALS Service is there to listen to patients and to help them make complaints and resolve their concerns.

What will happen?

However you communicate with us, we will reply as soon as possible.

When we receive your complaint, we will read your complaint and, if possible, contact you by telephone to discuss your concerns.

We will agree with you what your complaint is about.

We will post a letter to acknowledge your complaint within three working days. This will tell you who you can contact if you have any further questions.

A senior manager will then investigate your complaint. We may review medical records, interview staff or look at our policies and processes.

We will try to respond within 25 working days where this is possible. Some issues may take longer to investigate. If that is the case, we will write to you to explain the delay as soon as possible. When we have investigated, you will receive a letter explaining the findings or our investigation. You can also meet with a manager at any time, if you feel this would help.

Resolving complaints

We always try to resolve all complaints. If you are unhappy with our response following your complaint, please let us know. We will review your complaint invite you to discuss your concerns with a managers.

If we are not able to resolve your concerns, you can ask the Parliamentary Health and Social Care Ombudsman to independently look at your complaint further.

Complaints advocacy service in Somerset

Independent support is available to all people who make a complaint about NHS services in Somerset. You may find this helpful if you would like support in making a complaint. You can contact SWAN Advocacy on 01722 341851 or email mail@swanadvocacy.org.uk or see their website at www.swanadvocacy.org.uk.

How to contact us for more information

By telephone: 01278 432022

By email: complaints@sompar.nhs.uk or
pals@sompar.nhs.uk

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

This leaflet is also available in other formats, including easy read summary versions and other languages upon request. If this would be helpful to you, please contact us.

