

## Advocacy

If you need help in pursuing your complaint and you want someone to help you express your views, you can ask for an advocate.

SEAP Advocacy Service  
PO Box 375  
Hastings  
East Sussex  
TN34 9HU

 0300 343 5733

This is an independent organisation that represents the interests of patients. It provides free advice and support for people making a complaint.

If you have already made a complaint and are unhappy with the response, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman.

 The Parliamentary and Health Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

 0345 015 4033

 [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

*'You have the right to independent advice and support to provide feedback, make comments, raise concerns or make a complaint.'*

The Charter of Patient Rights and Responsibilities, 2012

## How to contact Complaints and PALS

### Call us:

 0300 123 2103

Monday - Friday, 9:00am - 5:00pm  
An answerphone is available outside of these times.

### Email us:

 [wccg.complaintsandpals@nhs.net](mailto:wccg.complaintsandpals@nhs.net)

### Write to us:

 Complaints and PALS  
Southgate House, Pans Lane  
Devizes, SN10 5EQ

We will always do our best to help you and if we can't deal with your concern or complaint, we will point you in the right direction.

Are we speaking your language? If you would like this publication sent to you in a printed format or in large print, audio, Braille or another language then please contact us.

## Complaints and PALS

### Patient Advice and Liaison Service

- Need advice about NHS services?
- Have a problem but don't know who to ask?
- Have a compliment or want to make a complaint?

We're here to help everyone



## What is PALS?

We are a friendly and informal service that provides confidential support and information to patients, their partners, relatives and carers.

## What will PALS do for me?

- We will listen to what you have to say and work with staff to resolve your problems quickly
- We will share your views, feedback and ideas anonymously to influence future care and services
- We can refer you to other services for support and advice
- We can provide you with information about NHS services

## Is PALS confidential?

Yes, however to deal with your query or concern, we may need to contact other NHS staff. We will only tell other people what you have told us on a 'need to know' basis.

If necessary, we can raise your concerns anonymously on your behalf.

## What happens if I make a formal complaint?

We will write to you within three working days of receiving your complaint. The letter will tell you what action we will take to look into your complaint.

Staff members handling your complaint will keep your information confidential. However, in some cases we may need to contact other NHS staff. It may also be necessary to ask the provider organisation to respond to complaints if they relate to their commissioned services. Before we do this, we will contact you to get your written consent.

The Clinical Commissioning Group (CCG) will also make a record of your complaint and use it to help make our services better.

Raising an issue with the CCG will not affect your care or treatment.

## What if I change my mind after I've complained?

You can change your mind at any time. If you do change your mind, please contact us as soon as possible, our details will be included in the initial letter you received from us.

## What can't I complain about?

If your complaint is regarding dental treatment, your GP or GP practice, your optician or your pharmacy, please contact NHS England on:

**0300 311 2233**

## When will I get a full response?

We aim to write to you with a full response within 25 working days of receiving your complaint.

In some cases, more time may be needed to give you a full response. If this happens, we will contact you to let you know and tell you the reason why.

## What can I expect from the response?

The response will let you know the result of our investigation and should:

- Reply to all the points you made in your complaint
- Offer an apology if things have gone wrong
- Explain what action has been taken, or will be taken, to improve the service or stop the same problem happening again
- Include information about the Ombudsman in case you are unhappy with our response or the way we handled your complaint and want to take things further

*'You have the right to be told the outcome of any investigation into you concerns or complaints'*

The Charter of Patient Rights and Responsibilities, 2012