

PALS and Complaints

Coventry and Warwickshire Partnership NHS Trust
Wayside House
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Coventry
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Telephone: 024 7653 6804

Email: pals.complaints@covwarkpt.nhs.uk

www.covwarkpt.nhs.uk

If you require this publication in a different format or language please contact the Equality and Diversity Department on 024 7653 6802.



July 2017
Review date: July 2018

UC6a
V5

Complaints Procedure

The NHS
Complaints
Procedure

Information
for parents
and carers



Complaints, compliments and suggestions

We are always pleased to know when you are happy with the service that we provide and to receive your comments. It is also important to tell us when you are unhappy with the treatment or service that you have received. Your experiences can help us to make changes and improvements to services. Most problems can be sorted out quickly by speaking with the staff member involved but sometimes you may wish to make a 'formal' complaint.

Who can complain?

A complaint can be made by any person affected by the actions or decisions of the Trust. You can also make a complaint on behalf of another person if you have their consent. No person will be discriminated against if a complaint is raised.

What is the time limit for making a complaint?

You should complain within 12 months of the event concerned or within 12 months of becoming aware that you have a complaint.

How to complain Patient Advice and Liaison Service (PALS)

You should raise any concerns you have with a member of staff immediately. The first stage of the NHS Complaints Procedure is 'local resolution'. If you are unhappy with the service you are using and want to resolve your concerns, but do not want to make a formal complaint, PALS may be able to assist you.

Formal Complaint

If you do not want PALS to support you and feel that local resolution has failed, you can raise a formal complaint. This may be done verbally, in writing or via email.

The contact details for further help and advice are:

PALS and Complaints, Coventry and Warwickshire Partnership NHS Trust, Wayside House, Wilsons Lane, Coventry CV6 6NY

Freephone: 0800 212445

Tel: 024 7653 6804

Email: pals.complaints@covworkpt.nhs.uk

What happens next?

We will acknowledge your complaint within three working days and a member of staff from the Trust, not directly involved with the service you have complained about, will be appointed as your Investigating Officer. They will speak with you to discuss your complaint, agree a timescale to work to and keep you informed of progress of their investigations.

Following the investigation, you will receive a letter from the Chief Executive which will detail the findings.

Independent review

If you are unhappy with our response to your complaint, please contact us to let us know as we may consider revisiting our investigation. Alternatively you could ask the Parliamentary and Health Service Ombudsman if they would carry out an independent review of our findings.

You can contact them direct:
Parliamentary and Health Service Ombudsman,
Millbank Tower, Millbank,
London SW1P 4QP
Tel: 0845 015 4033

Email: phso.enquiries@ombudsman.org.uk
Web: www.ombudsman.org.uk

Further advice

Independent Mental Health Advocacy Service – VoiceAbility

Tel: 0300 222 5947

Web: www.voiceability.org

Samaritans

Tel: 116 123 (Freephone)

Web: www.samaritans.org

Citizens Advice Bureau

(CAB), helps people resolve their problems by providing free, independent and confidential advice.

Tel: 03444 111 444

(national call charges will apply)

Web: www.citizensadvice.org.uk

Mental Health Matters

(24 hour helpline)

Tel: 0800 616 171

