How to contact PALS

Tel: 0800 212 445 (Freephone) / 024 7653 6804
Email: PALS.complaints@covwarkpt.nhs.uk
Write to: PALS, Coventry and Warwickshire Partnership NHS Trust, Wayside House, Wilsons Lane, Coventry CV6 6NY

The above contact details are available during office hours only. Outside office hours some useful numbers are:
The Samaritans – 116 123
Mental Health Helpline – 0800 616 171
www.covwarkpt.nhs.uk/PALS

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

- advise and support service users, their families and carers;
- listen to concerns, queries and suggestions;
- help to sort out problems quickly;
- if we can’t help, find someone who can;
- provide advice, support and information on local NHS services.

PALS cannot:

- deal with legal enquiries;
- advise on private medical care;
- provide direct medical advice;
- provide information about benefits.

PALS is free and confidential

- We act independently when handling your concerns. We can liaise with staff, managers and other organisations to sort out problems quickly.
- We can refer you to specific local or national support agencies, if necessary.
- We don’t give out any information about you without your consent.
- We use the information that you give us, where possible, to change and improve our services.

You can get in touch with PALS by telephone, email or writing. If you call us, we are happy to call you back.

Our contact details are on the back of this leaflet.