



**The Dudley Group**  
NHS Foundation Trust

# **Patient Advice and Liaison Service (PALS) and Complaints Department**

**Patient Information Leaflet**

# Patient Advice Liaison Service

## Raising a concern or complaint

We will do everything we can to make sure that you receive the best standards of care. However, sometimes we may not achieve this and your expectations may not be met. If this happens, we will do our best to put things right and learn from your concern or complaint to improve our service to others.

## Who do I speak to?

Where possible, please speak to the person in charge of the ward or department providing your care, as they may be able to sort out your concerns straight away.

Alternatively, you can also contact the Patient Advice and Liaison Service (PALS) to help you.

The PALS team works in partnership with our patients and staff and is committed to providing impartial and confidential advice to support patients, their families and carers.

PALS can:

- Listen to your compliments, concerns, queries and suggestions
- Help resolve problems on your behalf
- Provide information about the NHS complaints procedure and how to get independent help

## PALS contact details:

**Freephone:** 0800 073 0510 (9am to 5pm, Monday to Friday)

**Email:** [dgft.pals@nhs.net](mailto:dgft.pals@nhs.net)

If your concern or complaint is about a GP, family dentist, pharmacist or optician, please speak to the individual practice or service in the first instance. Alternatively, contact the local commissioner or NHS England on 0300 311 22 33.

## Complaints

If you would like to make a formal complaint, this can be made in writing through the post or email; or verbally, to the Complaints Department or the Chief Executive's office. **Making a complaint will not affect your hospital treatment in any way.**

### Complaints Department contact details:

**Phone:** 01384 321035  
**Email:** [dgft.complaints@nhs.net](mailto:dgft.complaints@nhs.net)  
**Address:** Complaints Department or Chief Executive  
The Dudley Group NHS Foundation Trust  
2<sup>nd</sup> Floor, South Block  
Russells Hall Hospital  
Dudley, West Midlands  
DY1 2HQ

## What happens when my complaint is received?

The Complaints Department will acknowledge your complaint within three working days and advise you of a date when the complaints process is likely to be completed. If there is any delay in completing our investigation into your complaint, we will discuss this with you.

We will give you the opportunity to meet with senior staff to discuss your complaint.

Once the complaints process is completed, the Chief Executive will provide you with a full written response.

## Where can I get support with making a formal complaint?

The NHS Complaints Advocacy Service is a free and independent service that can assist you to make a complaint.

**Phone:** 0300 303 1660  
**Email:** [helpline@voiceability.org](mailto:helpline@voiceability.org)  
**Address:** VoiceAbility, c/o Sayer Vincent, Invicta House, 108-114 Golden Lane, London, EC1Y 0TL

## What if I am not happy with the response to my complaint?

If you are not happy with the response to your complaint, please contact the Complaints Department who can arrange for your complaint to be reviewed.

Alternatively, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your case.

Please note that the PHSO will not investigate a complaint until we have fully investigated and responded to your concerns. (This is known as local resolution).

### Parliamentary and Health Service Ombudsman contact details:

**Phone:** 0345 015 4033

**Web:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Address:** Millbank Tower, London SW1P 4QP

### Local Government Ombudsman contact details:

**Phone:** 0300 061 0614

**Web:** [www.lgo.org.uk](http://www.lgo.org.uk)

**Address:** PO Box 4771, Coventry CV4 0EH

## Confidentiality

Information you give us will remain confidential. If you are making a complaint on behalf of someone else, we will need their consent for their information to be shared with you.

If your concern or complaint also involves other organisations, we will liaise with the other healthcare organisations but will require your permission first.

**If you would like this information in an alternative language or format, for example in large print or easy read, please call us on 0800 073 0510 or email [dgft.pals@nhs.net](mailto:dgft.pals@nhs.net) or write to Patient Advice and Liaison Service.**