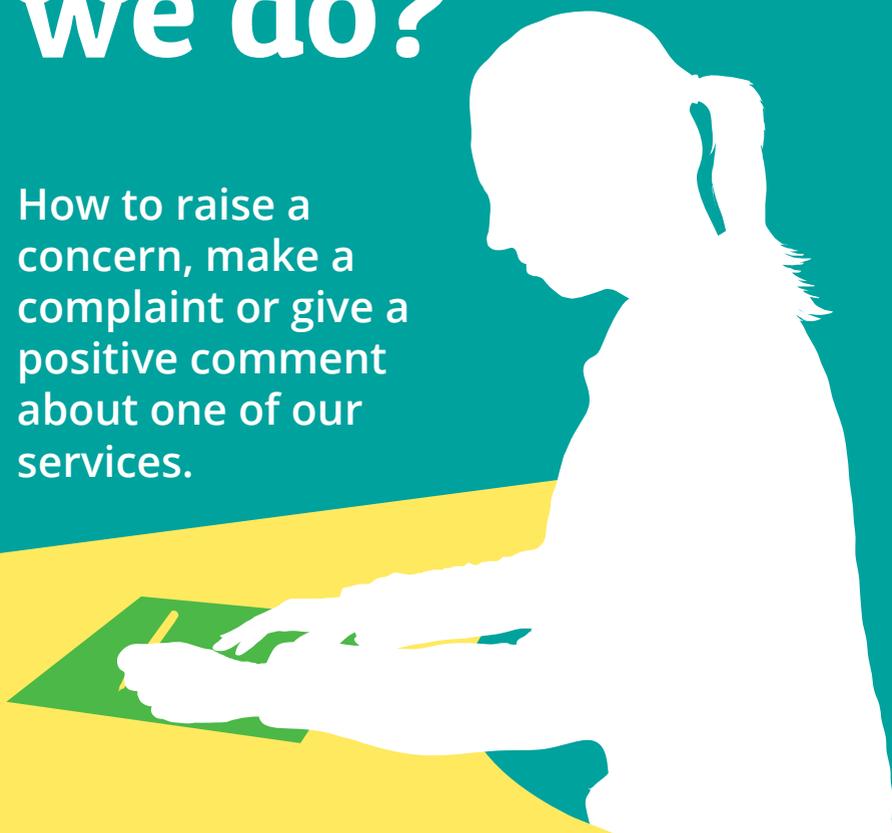


How did we do?

How to raise a concern, make a complaint or give a positive comment about one of our services.



**Promoting hope
and wellbeing
together**

What do you think about our services?

We welcome all feedback about our services, positive or negative.

We see feedback and complaints as a way of learning from people's experiences and improving our services.

I have a suggestion

Suggestions are a great way to help us improve our services. We know that sometimes it's the little things that can make a big difference to your experience.

There are lots of ways you can give us feedback:

- Speak directly to a member of staff.
- Contact the patient advice and liaison service (PALS).
- Give feedback on our website.

I want to thank staff for doing a good job

If you have had a good experience of our services, please let us know. Our staff really appreciate positive feedback, even if you just want to say 'thank you' for their support.

- Write to a service directly.
- Complete the 'feedback' section on our website, which will be forwarded to the relevant service.



I have questions or concerns (PALS)

If you have concerns or questions about our services, you can speak to our patient advice and liaison service (PALS).

PALS can provide confidential, on-the-spot advice and support, or guide you through the trust's services. They will also listen to any concerns and help resolve problems quickly on your behalf.

PALS does not offer counselling, diagnosis or any medical advice.

Tel: 0800 064 3330 (Mon to Fri, 9am to 4pm)

Email: pals@wlmht.nhs.uk

If we can't answer the phone immediately, please leave a message and we'll get back to you as soon as we can.

I want to make a complaint

If you want to make a formal complaint, you should do so within 12 months of the events happening, or within 12 months of your becoming aware that you have a complaint. The trust complaints manager has discretionary powers to extend this if there are good reasons why the complaint could not be made earlier.

There are several ways to make a complaint if you are unhappy about any element of our services.

Speak to a member of staff

If you feel able, try to speak to somebody directly involved in your care, such as a nurse, ward manager or doctor.

Contact the complaints department

If you are unable to discuss your complaint with a member of staff involved in your care, you can write to the complaints department:

**Complaints Department
West London Mental Health NHS Trust
Trust Headquarters
1 Armstrong Way
Southall
UB2 4SD**

Tel: 020 8354 8174

Email: complaints@wlmht.nhs.uk

Write to the chief executive

You can also write directly to the chief executive at the address above.

What happens when I make a complaint?

When we receive your complaint, we aim to contact you within **three working days** so we can discuss and agree with you the best way to handle your complaint and a timescale for providing you with a response.

We will write to you to formally acknowledge your complaint and to let you know about the next steps. Sometimes an investigation may be necessary. In that case the investigator may want to meet with you to get as much detail as possible to be certain that we look into all aspects of your complaint and don't miss anything important.

We'll assess how long the complaint is likely to take to resolve and we will contact you to discuss and agree a timeframe. This will normally be between 25 and 40 working days.

A senior member of staff will send you a reply when the investigation is complete. This reply will explain what has happened and will also tell you about any action we have taken where necessary.

Where your complaint includes the actions of another NHS organisation or social services we will try to liaise with these organisations so that you receive a single reply to all issues you have raised.

We'll keep you updated on the progress of your complaint and will contact you if there is a delay for any reason.

How will you support me if I make a complaint?

We believe that when you make a complaint you have the right to:

- Be heard.
- Participate in the complaints process and choose how you would like your complaint to be resolved.
- Be treated with dignity and respect at all times.

All complaints will be treated confidentially and making a complaint will not impact negatively on your care or treatment in any way.

Our complaints policy sets out how we look into your complaints. You can read this in the publications section on our website at www.wlmht.nhs.uk.

Consent and data protection

If you complain on behalf of a patient, we may need to ask for their consent before we can investigate the complaint fully and inform you of the findings.

This is part of our duty to protect patient confidentiality and comply with the Data Protection Act.

Where consent is not given, we will do our best to respond to any issues we can without compromising patient confidentiality.

What if I am unhappy with the response?

Please let us know if you are unhappy with our response to your complaint. It may be that we need to do more to address your concerns and we are always willing to see if more can be done.

The ombudsman

Unfortunately, there are circumstances where, despite our best efforts, we are unable to resolve your complaint to your satisfaction.

In these situations, you have the right to refer your complaint to the Parliamentary and Health Service Ombudsman.

The ombudsman will only consider your complaint once it has been investigated and responded to by the trust.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
SW1P 4QP

Tel: 0345 015 4033

Textphone (minicom): 0300 061 4298

Email: phso.enquiries@ombudsman.org.uk

Web: www.ombudsman.org.uk

Advocacy support

The independent complaints advocacy service can support you in making a complaint and give you advice about using the NHS complaints system. They can also write letters on your behalf and prepare you for meetings and attend them with you.

Tel: 0300 330 5454

Email: nhscomplaints@voiceability.org

Web: www.nhscomplaintsadvocacy.org

The advocacy service is available for all patients. For a full list of advocates or advocate information at Broadmoor Hospital, ask a member of staff or call our PALS line free on **0800 064 3330**.

Healthwatch

You can ask your local Healthwatch group to put you in touch with the NHS complaints advocacy provider in your area. Go to **www.healthwatch.co.uk** or call **0300 683 000**.

Other formats

Speak to a member of staff about information in other formats, such as Braille or another language.



020 8354 8354



communications@wlmht.nhs.uk



www.wlmht.nhs.uk

Trust Headquarters, 1 Armstrong Way, Southall, UB2 4SD