

# How to make a complaint

## Easy Read Leaflet

### What is a complaint?

A complaint is when somebody is not happy with their care.



Sometimes the hospital can get things wrong.

This can make you feel unhappy or worried.

### Will I get in trouble if I make a complaint?

**No you will not get in trouble if you make a complaint.**

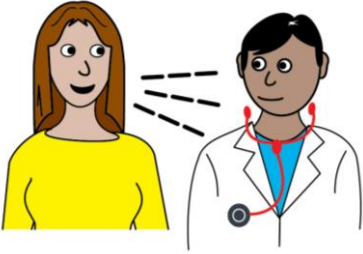
You are allowed to tell us if you are unhappy.

You are allowed to complain.

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## What should I do?



Please talk to one of the staff who are looking after you.

This might be:

- a nurse
- a doctor
- a physiotherapist.

## What if I don't want to tell the nurses or doctors?

If you want to talk to someone else, you can contact the **Patient Advice and Liaison Service (PALS)**.



The offices are open:

**9.00am – 5.00pm**  
**Monday to Friday**



You can phone  
PALS on:

**01622 224960**

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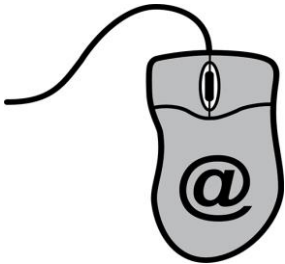
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If no-one answers, please leave a message.

Please tell us:

- your name
- and
- your phone number.

We will call you back as soon as we can.

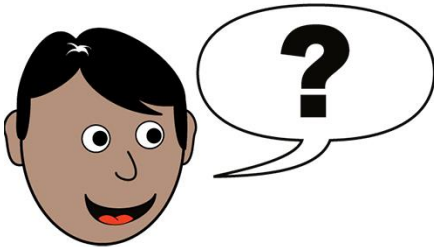


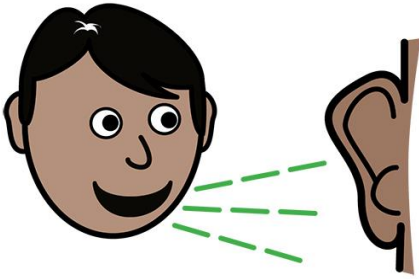
You can email PALS at:

[mtw-tr.palsoffice@nhs.net](mailto:mtw-tr.palsoffice@nhs.net)

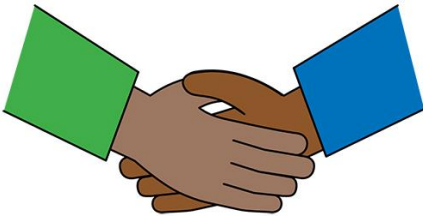
## How can PALS help you?

PALS are there to help **patients, visitors** and **relatives**.





PALS will listen to you.



PALS will explain what they are going to do and make sure you are happy with the plan.



PALS will make a note of what you have told them.

This **is not** kept in your medical records.

PALS will keep your information safe and private.

PALS will only tell people who need to know.

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## What if PALS can't help me?

PALS might ask our complaints team to look into what has happened.

PALS might suggest you contact someone else. This might be:

- another hospital
  - your GP
  - another support service
- PALS will explain what they are going to do and make sure you are happy with the plan.

If you need help with this, you can contact:



[www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)



0330 440 9000



[info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

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Maidstone and Tunbridge  
Wells NHS Trust would like to  
thank representatives from  
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