

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.

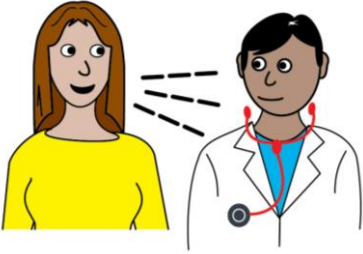
Will I get in trouble if I make a complaint?

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.

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:

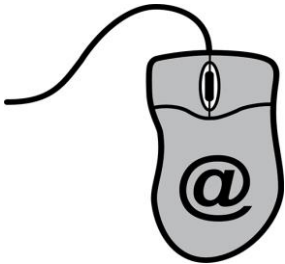
01622 224960

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.

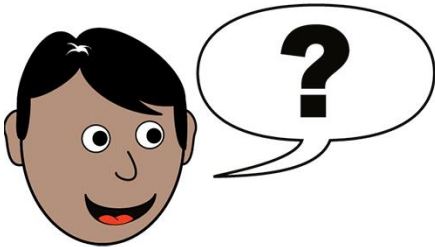


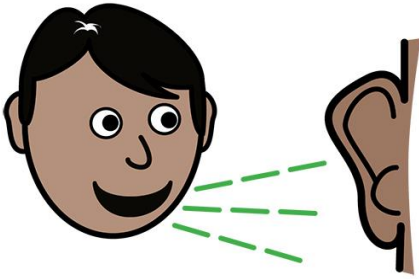
You can email PALS at:

mtw-tr.palsoffice@nhs.net

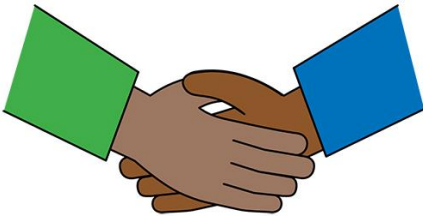
How can PALS help you?

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.

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.

If you need help with this, you can contact:



www.theadvocacypeople.org.uk



0330 440 9000



info@theadvocacypeople.org.uk

Maidstone and Tunbridge Wells NHS Trust would like to thank representatives from Aspens for their support in developing this leaflet.



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MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the PALS Team. We will do our best to arrange this.

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