

Raising a concern



We will do everything we can to make sure you have good care.



There may be times when we cannot do this. We may do something differently to what you might expect.



If this happens we want you to tell us so we can learn from your experience. This will help us to make our services better.

Who do I speak to?



We want you to speak to the person in charge of the ward or department who is looking after your care. They may be able to sort out your concern straight away.



The Patient Advice Liaison Service can help you.

They are also called the PALS team.



They can give you advice to support you and your families and carers. This is confidential.



- They can listen to your comments and suggestions.
- They can talk on your behalf to the departments.
- They can give you the complaints procedure and tell you where you can get independent help.



PALS

Phone 0800 073 0510

They are open 9am – 5pm during the week only.

Email pals@dgh.nhs.uk

Confidentiality



Any information you share with us will be confidential.



If you are raising a concern for someone else we will need to get their permission to talk to you.



If you want to share experiences for other services like the ambulance service we can do this. We will need your permission to do this.



If you need to talk about a GP, family dentist, chemist or optician you should get in touch with the Patient Experience team.



The Patient Experience team are part of the Clinical Commissioning Group.

Complaints Department

If you want to make a complaint:



You can do this by writing to us or by ringing the Complaints Department or the Chief Executive's office



You will need to tell us what your complaint is and what you think we can do to make things better.



You can get in touch with the Complaints Department by:

Phone: 01384 321035

Email: complaints@dgh.nhs.uk



Our address is:

Complaints Department or Chief Executive
The Dudley Group NHS Foundation Trust
2nd Floor, South Block
Russells Hall Hospital
Dudley, West Midlands
DY1 2HQ

What happens when my complaint is received?



The Complaints Department will tell you when they have got your complaint. It may take 5 days for them to reply to you.



They tell you a date when they hope to have looked at your complaint.



If they need more time to look at your complaint they will tell you.



They will ask you if you want to meet with the senior people who are involved in your care.



When the Complaints Department have finished looking at your complaint, the Chief Executive will write to you.

Where can I get support with making a formal complaint?



The NHS Complaints Advocacy Service. This is a free and independent service.



They can help you to make a complaint.



You can:

- call them on 0300 456 2370 or
- text your name and phone number with the word **pohwer** to the number 81025.



Their email is pohwer@pohwer.net



Their address is:
POhWER
PO Box 14043
Birmingham
B6 9BL

What if I am not happy with what you say?



If you are not happy with the reply to your complaint you can ask the Parliamentary and Health Service Ombudsman to look at your complaint.



The Parliamentary and Health Service Ombudsman will not look at your complaint if you have not spoken to the service and made the complaint to them first.



The Ombudsman must be contacted within 12 months of when the Trust has finished looking at your complaint.



Parliamentary and Health Service
Ombudsman
Phone: 0345 015 4033
Web address: www.ombudsman.org.uk
Address: Millbank Tower, London. SW1 4QP



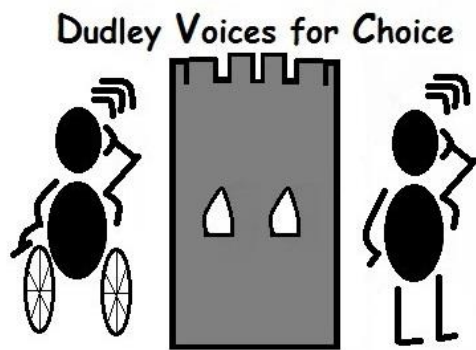
The Commission for
Local Administration in England

Local Government Ombudsman
Phone: 0300 061 0614
Web address: www.lgo.org.uk
Address: PO Box 4771, Coventry. CV4 0EH



Accessible Information Standard

This information is available in other formats and languages. Please call 0800 073 0510



This information was made easy to read by Dudley Voices for Choice.



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