

Patient advice and liaison service (PALS)

Talk, telephone, or write to us:

PALS and Complaints Service, Patient Relations Office,
Whittington Health, Whittington Hospital,
Magdala Avenue, London N19 5NF

Tel: 020 7288 5551

E-mail: whh-tr.whitthealthPALS@nhs.net

Visit our website www.whittington.nhs.uk or NHS Choices on
www.nhs.uk

If you need this leaflet in any other format, please contact the
PALS and Complaints department.

If you need a large print, audio or translated copy of this leaflet
please contact us on 020 7288 3182. We will try our best to
meet your needs.

Whittington Health
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070


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Comments, Compliments, Concerns and Complaints

A patient's guide





If you are making this complaint on behalf of someone else, please complete their details below:

Name of the person you are representing:

Their address:

Postcode:

E-mail:

Signed consent for you to act on their behalf:

When should I complain?

It is better to complain as soon as possible. Complaints will often only be investigated within 12 months of the event, or within 12 months of realising that you have something to complain about.

We can investigate after 12 months if there is a good reason why you were not able to complain earlier and we are still able to investigate what happened effectively and fairly.

If you need help complaining

If you would like help to complain please contact the NHS Complaints Advocacy Service: VoiceAbility. They provide advocacy support to people who wish to complain. They can help you write a complaint letter and attend meetings with you.

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Fax: 0330 088 3762

E-mail: nhscomplaints@voiceability.org

Web: www.nhscomplaintsadvocacy.org

Address: VoiceAbility, Mount Pleasant House, Huntingdon Road, Cambridge, CB3 0RN

When making a complaint we will need the following information:

- Your name, date of birth, address and telephone number
- If you are acting on behalf of someone else we need their details and their consent.
- A list of the things you are complaining about
- A summary of what happened, who was involved and when it happened, giving dates if possible.
- How you would like to resolve your complaint e.g. by phone, through a meeting or a written response.

Confidentiality

We may need to review your medical and other records to look into your concerns. You can tell us if you do not want us to, however this might make it more difficult for us to investigate.

How will we handle your complaint?

- We investigate all complaints thoroughly and fairly and we will send you a response
- We will acknowledge your complaint within three working days and contact you to agree how to resolve it
- We usually respond within 25 working days. We will let you know if there is a delay and why
- We will send you a response. This will include a full explanation of what happened, what we have learned and what we are doing so it will not happen again. It may also include an apology
- You will be able to discuss what happened with the people involved

If you are not satisfied with our response

Please contact us and explain why you are not satisfied. Tell us the issues that you feel we have not addressed. The service will review the issues and respond further if possible.

Consider asking to meet the service to clarify the response and try to reach a satisfactory outcome

If you remain dissatisfied

You can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint.

You should ask for a review within 12 months of the incident and explain why you think it is necessary.

Please tick one of these boxes: Comment Compliment
Concern Complaint

Contact details:
Your name:

Your address:

Postcode: _____

Daytime Phone Number:

Mobile:

Your e-mail:

Would you prefer to be contacted by letter, phone, or email?

To raise concerns about social care services, please contact:

Islington Adult Social Services
London Borough of Islington, Customer Service Unit, 7
Newington Barrow Way, London N7 7EP
Tel: 020 7527 8046 / 8047
E-mail: socialservices.complaints@islington.gov.uk
Website: www.islington.gov.uk

Islington Children's Social Services
London Borough of Islington, 3 Elwood Street, London N5 1EB
Tel: 020 7527 8048
E-mail: childrensocialcare.complaints@islington.gov.uk
Website: www.islington.gov.uk

Haringey Children's and Adult Social Services
London Borough of Haringey, Feedback & Information
Governance Team, Floor 7, River Park House, 225 High Road,
Wood Green, London N22 8HQ
Tel: 020 8489 2550
E-mail: feedback@haringey.gov.uk
Website: www.haringey.gov.uk

Comments, Compliments, Concerns and Complaints Form

Please fill in this form if you have a comment, compliment, concern or complaint and send it to:
PALS and Complaints Service, Patient Relations Office,
Whittington Health, Whittington Hospital, Magdala Avenue,
London N19 5NF

The Ombudsman

The Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033 Minicom: 0300 061 4298
E-mail: phso.enquiries@ombudsman.org.uk

Healthwatch

You can also make comments to Healthwatch, which is an independent network of local people funded to help you have a say in improving local services.

Islington Healthwatch
Freepost RTGT-HCUS-LXBS,
Healthwatch Islington, 200A Pentonville Road London, N1 9JP

Tel: 020 7832 5814
E-mail: info@healthwatchislington.co.uk

Haringey Healthwatch
Freepost RTGS-ZLBB-TGTG,
Healthwatch Haringey,
14 Turnpike Lane, London, N8 0PT

Tel: 020 8888 0579
E-mail: info@healthwatchharingey.org.uk

Interpreting Service

If you wish to make a comment, compliment, concern or complaint and English is not your first language, you can get help from the Interpreting Service by calling 020 7288 5191 / 5114 / 3226 or e-mail to whh-tr.interpreting-services@nhs.net.

Greek

Αν θέλετε να κάνετε κάποιο σχόλιο, κομπλιμέντο, πρόβλημα ή παράπονο και τα Αγγλικά δεν είναι η πρώτη γλώσσα σας, μπορείτε να λάβετε βοήθεια από την Υπηρεσία Διερμηνέων τηλεφωνώντας στο 020 7288 5191 / 5114 / 3226

Turkish

Dusuncelerinizi, ogulerinizi, endiselerinizi soylemek veya sikayette bulunmak istiyorsaniz ve bunlari Ingilizce olarak bizlere aktaramiyorsaniz, 020 7288 5191/5114/3226 telefon numaralarini arayarak Tercumanlik Servisimizden yardim isteyebilirsiniz.

Bengali

আপনি কোন মন্তব্য, প্রশংসা, দুঃখিতা বা অভিযোগ জানাতে চাইলে এবং আপনার প্রথম ভাষা ইংরেজি না হলে 7288 5191 / 5114 / 3226 - এই নাম্বারে ফোন করে আপনি ইন্টারপ্ৰিটিং সার্ভিসের সাহায্য পেতে পারেন

Spanish

Si usted desea hacer un comentario, cumplido o si tiene alguna inquietud o queja y su primer idioma no es el inglés, puede obtener ayuda del Servicio de Interpretación, llamando al 020 7288 5191/ 5114/3226

Polish

Jeśli chciałby państwo skomentować, pochwalić, wyrazić zaniepokojenie, zrobić zażalenie lub skargę, język angielski nie jest państwa podstawowym językiem, proszę o skontaktowanie się z serwisem tłumaczy pod numerem 020 7288 5191 / 5114 / 3226 i poprosić o pomoc.

Age		Other ethnic group	
Child (16 and under)		Chinese	
Adult (17-64)		Any other ethnic group	
Older adult (65 or above)		I would rather not answer	
I would rather not answer		If you have stated other, please provide details	
Ethnic origin		Gender	
Asian or Asian British		Male	
Bangladeshi		Female	
Indian		I would rather not answer	
Pakistani			
Other Asian background		Sexual orientation	
		Gay	
Black or Black British		Heterosexual	
African		Lesbian	
Caribbean		Bisexual	
Other Black background		I would rather not answer	
Mixed		Religion or beliefs	
White/Asian		Atheism	
White/Black African		Buddhism	
White/Black Caribbean		Christianity	
Other mixed background		Hinduism	
		Islamic	
White		Jainism	
White British		Judaism	
Irish		Sikhism	
Other White background		Other	
		I would rather not answer	