

## Patient information

# Formal complaints - how are we doing?



**What am I unhappy about?**

**Can I complain?**

A complaint is speaking up about something you feel unhappy about or do not like.

Complaints are used to improve the services we provide to our patients, their relatives and carers.

### Raising a concern

If you are unhappy with the service received from the hospital please tell a member of staff. Or, talk to someone you trust.



You can talk and get help from the **Patient Advice and Liaison Service (PALS)**.



Telephone **PALS** on **01284 712555** or  
**FREEPHONE 0800 917 9673**

Your own advocate or the NHS Independent Advocacy Service VoiceAbility, can help with advice, information and support when making a complaint.



Telephone the NHS Independent Advocacy Service on  
**0300 330 5454**

## **Making a formal complaint**

We know that sometimes things go wrong and people might want to complain about this. If you want to make a complaint you should try and do this as soon as possible.

You should make the complaint within one year of when it happened.

Making a complaint will not affect the future care you receive.



**You can write to the:** Patient Experience Team  
West Suffolk Hospital, Hardwick Lane, Bury St Edmunds, Suffolk, IP33  
2QZ



**Telephone PALS:** 01284 713056



**Email:** [feedback@wsh.nhs.uk](mailto:feedback@wsh.nhs.uk)

## **The complaints process**

If you make a complaint the Patient Experience Team will contact you by telephone or in writing.

We will try and sort it out quickly.

Once we have looked at your complaint we will send you a letter telling you what to we will do.

We will try and send this letter within 25 working days of you making the complaint.

We will tell you what else you can do if you are still not happy.

## **Contacts**

### **Patient Experience Team**

**Telephone** 01284 713056

**Address** Patient Experience Team, West Suffolk Hospital, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QZ

**Email** [feedback@wsh.nhs.uk](mailto:feedback@wsh.nhs.uk)

**Website** [www.wsh.nhs.uk/YourViewsMatter](http://www.wsh.nhs.uk/YourViewsMatter)

### **Patient Advice and Liaison Service (PALS)**

**Telephone** 01284 712555 or Freephone 0800 917 9673

**Address** PALS, West Suffolk Hospital, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QZ

**Email** [pals@wsh.nhs.uk](mailto:pals@wsh.nhs.uk)

### **NHS Complaints Advocacy Service – VoiceAbility**

**Telephone** 0300 330 5454

**Address** VoiceAbility, Total Voice Suffolk, Ipswich Road, Stowmarket, Suffolk, IP14 1BE

**Email:** [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

**Website** [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

## **Parliamentary and Health Service Ombudsman (PHSO)**

**Telephone** 0345 015 4033

**Website** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)