

Please note two very important points:

- In the interests of confidentiality, we must have the patient's consent to proceed with the complaint and to release information to an authorised third party.
- We will normally only investigate complaints within six months of you being aware of the problem.

Comments

If you have any comments or suggestions that you think would help us to improve the quality of our services, please raise the matter with the head of the department involved or let our PALS team know.

Compliments

The staff in the hospital are always heartened to receive a complimentary remark where this is justified and, by writing a short note to the Chief Executive, you may be certain that your comments will be passed on to the relevant staff concerned.

Kingston Hospital NHS Trust
Galsworthy Road
Kingston upon Thames
Surrey KT2 7QB

Tel: 020 8546 7711

If you would like the information contained in this leaflet in an alternative format such as large print, audio tape, Braille or in another language, please call 020 8934 2003.

Arabic

إذا احتجت إلى مساعدة بخصوص هذه الوثيقة فالرجاء الاتصال هاتفياً بالرقم 020 8934 2003

Chinese

如果你不明白這份文件的內容，請致電 020 8934 2003 要求幫助。

Farsi

اگر برای خواندن این متن نیاز به کمک دارید، لطفاً با شماره تلفن ۰۲۰۸۹۳۴۲۰۰۳ تماس بگیرید.

French

Si vous avez besoin d'aide à lire ce document, s'il vous plaît appeler le numero: 020 8934 2003

Korean

이 문서를 읽는 데 도움이 필요하신 분은 020 8934 2003 로 전화 주십시오

Polish

Jeżeli potrzebna jest pomoc w przeczytaniu tego dokumentu, prosimy zatelefonować po numer 020 8934 2003

Portuguese

Se precisar de ajuda para ler este documento, por favor, telefone para o 020 8934 2003

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹਨ ਵਿਚ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8934 2003 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Somali

Hadaad u baahan tahay in lagu akhriyo waraaqahan, telephoon kan la soo hadal 020 8934 2003

Tamil

இந்த படிவத்தை வாசிப்பதற்கு உதவி தேவையெனில் தயவுசெய்து 020 8934 2003 என்ற எண்ணில் தொடர்பு கொள்ளவும்

A guide to making suggestions, comments and complaints

Information for patients, carers and visitors

Kingston Hospital NHS Trust seeks to provide high quality services to all patients and visitors and welcomes comments and suggestions from service users that help us to achieve this aim. However, there may be occasions when we fail to meet your expectations and you feel that a comment or a complaint is justified.

Alternatively, you may feel that you have received a favourable level of service deserving of a compliment.

The intention of this leaflet is to assist you in making your comments or complaint and to assure you that they will be given serious consideration.

How do I make a complaint?

We would very much encourage you to tell us straightaway if you are unhappy with your care or treatment, as most problems can be resolved simply by talking to the staff involved. Alternatively, there are two options available at the hospital for you to provide us with comments or complaints about the treatment you or your relative may have received.

Patient Advice and Liaison Service (PALS)

This service is for patients, relatives, carers and friends who need somewhere to turn to for on-the-spot help, advice and support.

The PALS team will try to help sort out problems or concerns that you may have about the hospital's services when you have not been able to do so by speaking to the staff on the ward or in the clinic.

Please be assured that raising such concerns will in no way adversely affect your treatment.

If you still feel that there are issues to be resolved having used PALS, they can also provide you with information about the formal complaints process.

The PALS service operates:

Monday - Friday 8am - 8pm

The PALS office is situated at the junction of the link corridor and Bernard Meade Wing.

Direct Line: 020 8934 3993
Email: xxxx@xxxxxxxxxxxxxxxxxx.xxx.xx

Formal complaints process

If you remain unhappy, you can write to the Chief Executive at the address on the back of this leaflet detailing your complaint or ring the Chief Executive's Complaints Office on Extension 2250, between 9am and 5pm, Monday - Friday.

Your complaint will not, in any way, adversely affect any future treatment you may need and we do welcome the opportunity to use complaints to identify areas of the service that could be improved upon.

If you require independent help to make a complaint, you could contact the Independent Complaints Advocacy Service on 0845 337 3063.

Useful contact details

Patient Advice and Liaison Service (PALS)
Direct Line: 020 8934 3993
Internal Ext: 3993 or bleep 993

Chief Executive's Office - Complaints Team
Telephone: 020 8546 7711, Ext 2250

What to expect when you make a formal complaint

Whenever a complaint is received we will investigate, in accordance with the National Health Service (Complaints) Amendment Regulations 2006, and will endeavour to:

- Acknowledge it within two working days of receipt.
- Investigate it thoroughly.
- Provide a detailed response to the complaint within 25 working days where possible.
- Keep the complainant informed if the investigation takes longer than anticipated.
- Meet the complainant where appropriate.
- Use the complaint to rectify any shortcomings in services.
- Log your complaint on a central database.