

- Use the complaint to rectify any shortcomings in services
- Log your complaint on a central database

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.

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.

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如果你不明白文件的內容，請致電 020 8934 2003 尋求幫助。

இந்த பரவல்களை வாசிப்பதற்கு உதவி தேவைப்பின் தயவுசெய்து 020 8934 2003 எண்ணில் தொடர்பு கொள்ளவும்.

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

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

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

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

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

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

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

Veuillez appeler le numéro suivant si vous avez besoin d'aide pour lire ce document 020 8934 2003.

# How to make a suggestion, comment or complaint

Information for patients, carers and visitors

Kingston Hospital NHS Trust

Galsworthy Road

Kingston upon Thames

Surrey KT2 7QB

020 8546 7711

Living our values *everyday*



[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

Kingston Hospital NHS Trust aims to provide high quality services to all patients and visitors, and welcomes comments and suggestions from service users. However, there will 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 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 that 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. PALS acts as a central point from which information can be obtained and helps to 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.

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  
9am - 5pm (if a PALS Officer is unavailable, they will respond to you as quickly as they can)

The PALS office is situated at the junction of the link corridor and Bernard Meade Wing  
Direct Line: 020 8934 3993  
Email: xxxx@xxxxxxxxxxxxxxxxxxx.xxx.xx

## Formal Complaints Process

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

Your complaint will not, in any way, adversely affect any future treatment you may need. Comments are welcomed from all users of our services. The Trust aims to ensure the equality of patient care to all patients irrespective of age, colour, creed, ethnic or national origin, material status, nationality, physical or mental disability, race, religious belief, sex or sexual orientation.

If you require independent help to make a complaint, you could contact the **Independent Complaints Advocacy Service on 0300 456 2370**

## Useful Contact Details

Patient Advice & 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 Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, and will endeavour to:

- Acknowledge it within 3 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