

How to make a comment, compliment or a complaint

We welcome your opinion about East London NHS Foundation Trust and any ideas you may have to help us improve our services.

If you have a comment, compliment or complaint, please speak to a member of staff who will try to help.

Alternatively you can contact the Complaints Department on FREEPHONE 0800 085 8354 or by email palsandcomplaints@elft.nhs.uk



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East London
NHS Foundation Trust

HOW TO MAKE A COMMENT, COMPLIMENT OR A COMPLAINT

We welcome your opinion about our services and any ideas you may have to help us improve.

If you have a comment, compliment or complaint, please speak to a member of staff who will try to help.

Alternatively you can contact the Complaints Team on
FREEPHONE 0800 085 8354

How do I comment or make a complaint?

To make a comment or complaint, begin by speaking to any member of staff. This may include your nurse, care coordinator, doctor, ward manager, social worker or receptionist. If you have a complaint, our staff will make every effort to resolve your concerns immediately.

Alternatively, you can contact the Trust's PALS Office (Patient Advice and Liaison Service) on FREEPHONE 0800 783 4839. PALS aims to negotiate quick solutions to problems or questions. PALS does not replace the Trust's formal complaints procedure.

However, if you prefer you can contact the Complaints Team in the following ways:

FREEPHONE: 0800 085 8354

Email: palsandcomplaints@elft.nhs.uk

Via the website: www.elft.nhs.uk

In writing: FREEPOST RTXT-HJLG-XEBE,

Trust Headquarters, The Green, 1 Roger Dowley Court,
Russia Lane, London E2 9NJ

Where do I get independent help and advice?

Advice and support is available from NHS Complaints Advocacy Services in your area who can assist you to make a complaint about NHS services. The service is free, independent and confidential. You can ask for an advocate to assist you at any point in your complaint.

Details of complaints advocacy services in your area are available on the Trust website <https://www.elft.nhs.uk/Contact-Us/Complaints-Comments-and-Suggestions> or you can contact PALS on 0800 783 4839 who will be happy to provide you with contact details.

What can I expect when I make a formal complaint?

Following receipt of your complaint you will receive an acknowledgement from the complaints team within 3 working days, requesting that you contact them. They will wish to discuss with you what action the Trust can take in order to resolve your concerns and how and in what timescale this will be done.

If you have provided a telephone number with your correspondence, the complaints team will contact you by telephone within two working days.

Once your complaint has been investigated you will receive a written response from the Chief Executive.

Our response will include:

- A detailed response to each part of your complaint
- Details of any action taken to prevent the same incident happening again
- An apology, if this is appropriate.

Will I be able to meet staff to discuss my complaint?

You will be offered the opportunity to meet with the member of staff investigating your complaint. The complaints team will also be able to liaise with the appropriate staff to set up a meeting if this is the best way forward.

What do I do if I am not satisfied?

We will do our best to resolve your complaint. However, if you are not satisfied that the Trust has adequately addressed your concerns or you are dissatisfied with our response we would encourage you to let us know. We will be happy to discuss any outstanding concerns and what further action or investigation can be undertaken in order to resolve these.

The Parliamentary and Health Service Ombudsman

If you remain dissatisfied with the response to your complaint you may request that your complaint is considered by the Parliamentary and Health Service Ombudsman. The Ombudsman carries out independent investigations about unfair or improper actions or poor services by UK government departments and their agencies and the NHS in England.

You can contact the Parliamentary and Health Service Ombudsman on 0345 015 4033 or write to them at: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP or visit their website at www.ombudsman.org.uk

Monday - Friday
9:00am - 5:00pm

11519



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