



Contact

Patient Advice and Liaison Service (PALS)

Visit us in the PALS office next to the RUH main entrance.

Tel: 01225 825656 / 826319 Email: ruh-tr.pals@nhs.net

Complaints Manager

Tel: 01225 825376 Email: ruh-tr.complaints@nhs.net

Or write to

Chief Executive: Cara Charles-Barks
Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

Other important contacts

The Parliamentary and Health Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033

Health Complaints Advocacy Services
Support, Empower, Advocate, Promote (SEAP), Help and
advice is available from SEAP
Tel: 0330 440 9000 Email: info@seap.org.uk

Please contact PALS if you require this leaflet in a different
format, or would like to feedback your experience of the hospital.
Email: ruh-tr.pals@nhs.net Tel: 01225 825656 / 826319

How to make a complaint

Information for patients
and their carers and families



Everyone who works at the RUH aims to ensure patients, their families and carers feel safe and cared for, and are treated with compassion, dignity and respect at all times. Sometimes however, you may experience a problem or something may go wrong.

How to talk through your concerns or make a complaint

Many issues can be resolved quickly

Step 1

Talk with the staff involved or the ward Matron about any concerns you have as they arise.

Step 2

If step 1 does not resolve your concerns you can **contact the Patient Advice and Liaison Service (PALS)** – contact details are on the back of this leaflet.

Step 3

If step 2 does not resolve your concerns **contact the Complaints Manager** - contact details are on the back of this leaflet.

Step 4

If the RUH response does not resolve your complaint, you can contact the Parliamentary and Health Service Ombudsman who will conduct an independent review – contact details are on the back of this leaflet.

Anyone can make a complaint

- Patients or a family member, carer, friend or local MP, can complain on the patient's behalf with their consent. However the Trust will need written consent from the patient in order to give the complainant a full response to the complaint.
- Anyone who has seen an incident involving someone else can also raise a complaint. The complaint will be fully investigated, but the Trust will not be able to disclose full details to the complainant without the consent of the third party.

The complaints process

- A complaint must be made within **12 months** of the problem occurring or within 12 months of it coming to your attention.
- We will acknowledge your complaint within three working days and the Complaints Manager will contact you to discuss the complaint further, discuss a timescale for us to investigate the complaint, offer you a meeting, and agree an appropriate date by which we will respond.
- For complaints which are very complex we may need a longer period of time to investigate and under the current complaint regulations we have up to 6 months in which to respond to a complaint, however we do aim to respond as soon as possible.