

How to tell us... You can have your say by:

Telephone

PALS: Freephone 0800 587 4997

Complaints Team:
01202 277024 / 25

Post


Dorset HealthCare
Complaints Team
Sentinel House
4–6 Nuffield Road
Poole, Dorset
BH17 ORB

E-mail or online

pals@dhuft.nhs.uk
complaints@dhuft.nhs.uk

Online Comment form:
[www.dorsethealthcare.nhs.uk/feedback/
trust-online-comments-form.htm](http://www.dorsethealthcare.nhs.uk/feedback/trust-online-comments-form.htm)

Online Patient Experience survey:
[www.dorsethealthcare.nhs.uk/feedback/
friends-and-family.htm](http://www.dorsethealthcare.nhs.uk/feedback/friends-and-family.htm)

 Tweet us [@DorsetHealth](https://twitter.com/DorsetHealth)
or through [#DHCNHS](https://twitter.com/DorsetHealth)



The following organisations can help you
with your complaint:

Dorset Advocacy: 0300 343 7000

SEAP Advocacy Service: 0300 440 9000
SEAP, PO Box 375, Hastings TN34 9HU

We always try to resolve complaints.
However, if you are unhappy with the way
your complaint has been handled, you can
contact:

**The Parliamentary and Health Service
Ombudsman: Tel: 0345 015 4033**
phso.enquiries@ombudsman.org.uk

The information in this leaflet is available in additional
languages and alternative formats. Please contact the
Trust for further details.

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Have your say



Dorset HealthCare University NHS Foundation Trust
Sentinel House
4–6 Nuffield Road
Poole, Dorset
BH17 ORB
 01202 277000

 [@DorsetHealth](https://twitter.com/DorsetHealth)
 www.dorsethealthcare.nhs.uk

Information
for patients,
relatives and carers

Excellence
Compassion
Expertise

Have your say...

Dorset HealthCare is committed to providing care that all of us would recommend to family and friends.

This means that we want to hear what you think about our services, so that we can improve the care we provide.

If you want to raise an issue:

- Speak to anyone you trust, who you think can help you.
- Speak to a member of staff.
- Speak to Patient Advice and Liaison Service (PALS).
- Speak to the Patient Experience and Complaints Team.
- Online comment forms.

If you are a child or young person, speak to the following people who can help you raise an issue:

- Anyone you trust, who you think can help you.
- Your parent / guardian, carer, teacher, or social worker.

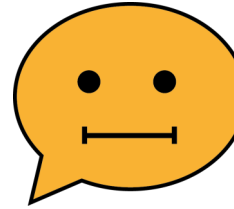
Compliments

If you have had a good experience using our service please let us know.



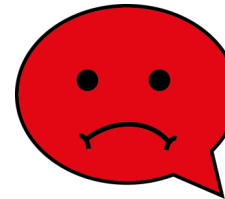
Concerns

If you have any concerns about your care or need advice about our services, you can speak to PALS, a free and confidential advice service, on Freephone 0800 587 4997.



Complaints

If you don't like the way you have been treated, or if you think we haven't given you the care you expected or needed – tell us about it. You normally have up to a year to do this.



Who can complain?

- You
- Your relative / parent / carer, with your consent.
- Anyone you trust can complain on your behalf e.g. Advocate, MP.

What happens when you complain?

- You tell us about your complaint.
- Your complaint will be acknowledged within 3 working days and a senior member of staff will contact you to discuss your complaint further and agree the time that is needed to investigate your complaint.

- We will let you know how the investigation is going and what is being done to put things right.
- We will write to you and let you know what has been done to solve the problem.

If your complaint involves another healthcare or social care organisation we will work with them to provide one response to your concerns.

Making a complaint or making concerns known will not affect how you are treated.

