

## 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

[Dhc.pals@nhs.net](mailto:Dhc.pals@nhs.net)


[Dhc.complaints@nhs.net](mailto:Dhc.complaints@nhs.net)

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:

#### **SEAP Advocacy Service**

The contact details for seAp are tel 0330 440 9000 or email: [info@seap.org.uk](mailto:info@seap.org.uk).

seAp Advocacy website: [www.seap.org.uk](http://www.seap.org.uk)  
Address: 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](mailto: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](http://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.

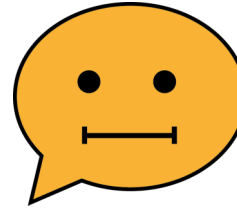
## Compliments

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



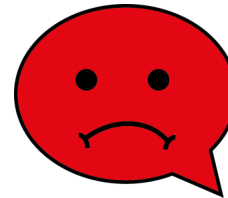
## Concerns

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.

