

My expectations for raising a concern or complaint

I felt confident to speak up

I felt that making my complaint was simple

I felt listened to and understood

I felt that my complaint made a difference

I would feel confident in making a complaint in the future



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Considering a concern or complaint

2

Making a formal complaint

3

Staying informed

4

Receiving outcomes

5

Reflecting on the experience

What can I do?

If you wish to raise a concern or complaint contact the **PALS Team** for advice in one of the following ways:

- ring 0113 2066261
- Textphone 07468753025 (if you are D/deaf or speech impaired)
- patientexperience.leedsth@nhs.net
- download a complaint form here: [Complaints Form 2021](#)

The PALS Team will support you to decide how the issues you are raising will be managed

If you wish to make a formal complaint, the Complaints Team will:

- allocate a dedicated Complaints Handler
- explain to you what happens next
- support you through the complaint process which may include a meeting
- inform you of when a response is expected

Your dedicated Complaint Handler will keep you informed

You are able to contact your Complaint Handler whilst your complaint is being investigated

You may be contacted by the hospital team leading the investigation by telephone to discuss the best way to resolve your complaint

Your Complaint Handler will inform you when you can expect a response to your complaint

You will receive a written response, which will include details of any actions that have been taken as a result of the investigation into your complaint

We would like to know how we could have improved your experience of the complaints process and appreciate any information that will help us understand this

We will provide you details in our response letter of how to give us feedback