

### **How to pass on your compliments**

- Directly to the staff concerned
- Telephone Patient Services on 01752 439884
- Write to the department/ward
- Write to the Chief Executive

Your compliments will be passed to the staff concerned, so if possible, please provide us with as much detail as you can.

### **How to complain**

- Speak to a member of staff who is directly involved in your or a family member's care. They may be able to put things right straight away.
- If they cannot help, or if you prefer, you can speak to the person in charge of the ward/department, or the matron.
- Speak to one of the Trust's Patient Advice and Liaison Service team on 01752 439884. This can be anonymous if you want.
- If you are still unhappy, or want to make a formal complaint, you can write to: Patient Services, Level 7, Derriford Hospital, PL6 8DH telephone: 01752 439884 Or email: [plh-tr.complaints-patientservices@nhs.net](mailto:plh-tr.complaints-patientservices@nhs.net)
- Write to the Chief Executive who will ensure your concerns are investigated.

Please state your complaint as clearly as possible as this will help us to investigate your concerns quickly and thoroughly.

If you need help putting your complaint in writing:

- Contact seAp Advocacy (Independent Health Complaints Advocacy Service) on 0300343 5719 or email at [info@seap.org.uk](mailto:info@seap.org.uk) alternatively in writing at the following address: Plymouth Advocacy, Highbury House, 207 Outland Road, Plymouth PL2 3PF
- Or the Patient Advice and Liaison team can advise and help you.

### **When to complain**

- As soon as possible, and certainly within 12 months.
- In exceptional circumstances, we may investigate complaints made later than this, but this is discretionary.

### **Who can complain?**

- The person directly involved (usually the patient).
- Another person can complain for you (such as a family member or close friend) but they must have your written consent to do this before we can give any of your information to them. We also ask for proof of identification. This is to protect your patient confidentiality. We will provide you with a form to fill in to give your consent.

- The next of kin or a close family friend can complain if the person involved is unable to or has died.

### **What we will do**

We will:

- Aim to acknowledge all written complaints within two working days.
- Investigate all complaints thoroughly.
- Identify anything we can do to prevent a problem happening again.
- If appropriate, offer to meet with you to discuss your concerns. This is often the best way to resolve problems.

When a complaint is made in writing:

- The Chief Executive or their deputy will send you a full written response.
- We will aim to do this within 25 working days of receiving your written complaint, but some investigations require more time.
- If it takes longer than 25 working days we will contact you to confirm the investigation is ongoing.

If the written response and/or meeting does not satisfy you, we will continue to try and resolve your complaint.

If after these steps you remain dissatisfied you can talk to us about referring your complaint to the Health Service Ombudsman.

## Useful Contacts

Formal Complaints Team  
Phone: 01752 439884  
Post: Patient Services  
Level 7  
Derriford Hospital  
Plymouth  
PL6 8DH  
Email: plh-tr.Complaints-  
PatientServices@nhs.net

Patient Advice & Liaison Service  
Phone: 01752 439884  
Email: plh-tr.PALS@nhs.net

PALS and Complaints  
Manager  
Phone: 01752 439694

Derriford Hospital Switchboard  
Phone: 01752 202 082  
[www.plymouthhospitals.nhs.uk](http://www.plymouthhospitals.nhs.uk)

seAp (Independent Health Complaints  
and Advocacy Service)  
Phone: 0300 343 5719

The Parliamentary and Health Service  
Ombudsman  
Phone: 0345 015 4033  
Post:  
Millbank Tower  
Millbank  
London  
SW1P 4QP



This leaflet is also  
available in large print.  
Please contact Patient  
Services  
Tel. 01752 439884

## Do you have any comments, compliments, concerns or complaints about our services?

We always like to hear when we have done a good job, but it is also important to know when we do not get things right.

We aim to resolve complaints as quickly as possible without the need for lengthy correspondence. We take all complaints seriously and investigate them thoroughly.

Staff at University Hospitals Plymouth NHS Trust understand the importance of listening to what you have to say about our services. We aim to learn from our mistakes.

Making a complaint will **not** have a negative effect on your future care, or your family's.

University Hospitals Plymouth NHS Trust does not tolerate any form of discrimination, harassment, bullying or abuse and is committed to ensuring that patients, staff and the public are treated fairly, with dignity and respect.

University Hospitals Plymouth NHS Trust operates a smoke-free policy, including e-cigarettes. You cannot smoke anywhere on site. For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0169



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