

How to make a comment or complaint



**An easy-read guide for people with
learning disabilities and their carers**

Making a comment



We would like you to tell us what you think of our hospitals and the support you receive



Please tell us if we can do better



If you have had a good experience, we would like you to tell us about it



This is how you can give us your comments:

- Speak to someone from our patient advice and liaison service (PALS)
- Use one of the hand-held computers on the ward or department you are visiting

If you are not happy with the care or treatment you receive



The Trust hopes to offer good support to all patients



Sometimes things go wrong



If you are not happy with the support you have received, you should tell us as soon as possible



This booklet will tell you:

- How to complain
- The steps you will need to take
- Who can give you support

Step 1: how to make an informal complaint



If you are not happy you should speak to the hospital staff caring for you

Often things can be put right this way



If you want to discuss the problem with someone else in the hospital, you can contact PALS, the patient advice and liaison service



PALS can speak to the ward or department and try to put things right

Using PALS, the patient advice and liaison service



Every hospital has a patient advice and liaison team (PALS). They can help you with:

- Any questions you have about your visit
- Helping with to put right any problems during your visit
- Speaking to the ward or department on your behalf



We have patient advice and liaison services (PALS) at these hospitals:

- Charing Cross Hospital
- Hammersmith Hospital
- St Mary's Hospital



You can also call the patient advice and liaison teams:

Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals:
Telephone: 020 3313 0088

St Mary's and Western Eye hospitals:
Telephone: 020 3312 7777

or by e-mail: pals@imperial.nhs.uk

Professional advocacy



Professional advocates can help people with difficult problems or situations



A professional advocate could:

- Help you to understand your health problem or condition
- Try to find out what you want
- Support you to say what you want
- Help hospital staff to support you in a way that works for you
- Help you to make a complaint



The Advocacy Project can support people with a learning disability in Westminster, Camden or the Royal Borough of Kensington and Chelsea

Telephone: 020 8962 8695

Hammersmith & Fulham Mencap supports people who live in the Royal Borough of Hammersmith & Fulham

Telephone: 020 8748 5168

Step 2: making a formal complaint



If you feel that your concerns have not been put right you can make a formal complaint



To make a formal complaint you should write to us at:

The managing director
Imperial College Healthcare NHS Trust
Trust Headquarters
The Bays
South Wharf Road
London
W2 1NY



Or you can email us at:
complaints@imperial.nhs.uk

Here are some ideas about what to include in your letter



Include your name, address, date of birth and hospital number (if you know it)



Be brief

- Keep your letter to no more than two pages if possible
- If the complaint is long or complicated, attach a log sheet or diary of events



Be constructive

- Suggest how things could be improved
- Say what you expect to happen
- Put your concerns politely but firmly



Make sure your letter is received

- Send your letter by recorded delivery



Keep copies

- Keep a copy of all letters you send or receive

If you are writing on behalf of someone else:

- Please include your own name and address, as well as the patient's details
- The patient will need to agree to the complaint
- You must include his/her written agreement to the content of the complaint
- If the patient is unable to give their written agreement because of disability or ill health, please contact us for advice



Remember if you need advice about making a complaint you can contact PALS, the patient advice and liaison service

The contact details for PALS are on page 5



You can also get support from:

- A professional advocate
- The independent complaints advice service

The Independent Complaints Advocacy Service (ICAS)



The Independent Complaints Advocacy Service is independent of the hospital



ICAS provides a free and confidential service to anyone thinking about making a complaint



This is how ICAS could help:

- Provide information about making a complaint
- Help you to write letters and make sure you send them to the right person
- Go with you to any meetings about your complaint
- Contact and speak to the hospital (they will only do this if you agree)



How to contact ICAS

Telephone: 0845 337 3065

Minicom: 0845 337 3067

Email: pohwericas@pohwericas.net

Web: www.pohwer.net

What happens next?



- Someone will consider your complaint
- We will write to you within three working days after we have made an initial investigation
- We will write to you again once we have completed a full investigation



If your complaint is complicated, we may want to meet to discuss your concerns

We call this a local resolution meeting



If you remain unhappy after we have investigated your complaint, please speak to PALS who can tell you what you can do next

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