

# **An easy read guide to making a complaint or compliment about health services**

This leaflet tells you what to do to make a complaint, comment or compliment about services

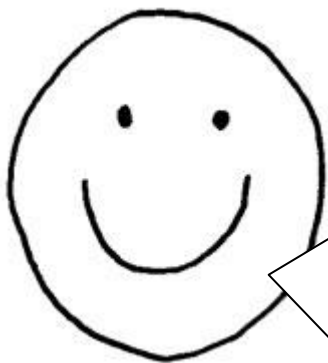
**Speaking up about something you do not like is called making a complaint**

**You won't get into trouble for speaking up**

# Making a complaint or compliment about health services

## An Easy Guide

Is it alright to complain? Yes  
Why? You have rights

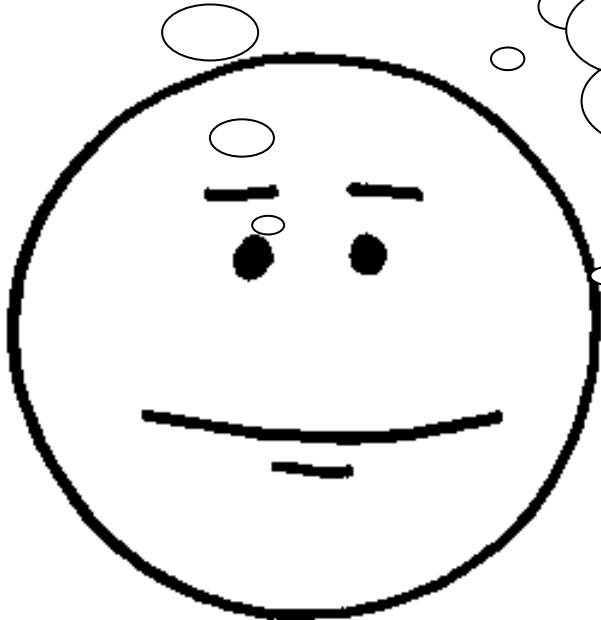
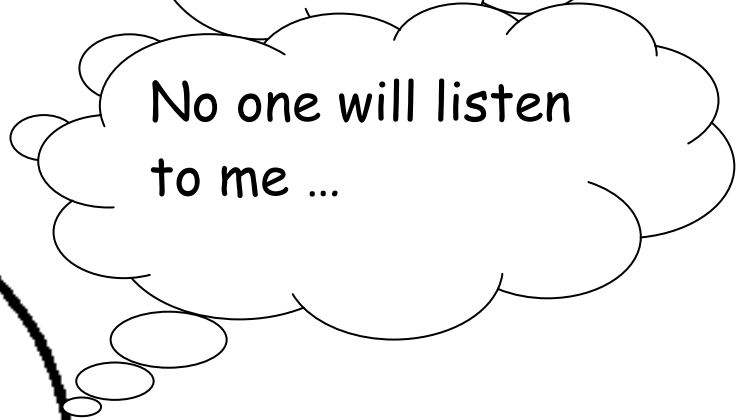
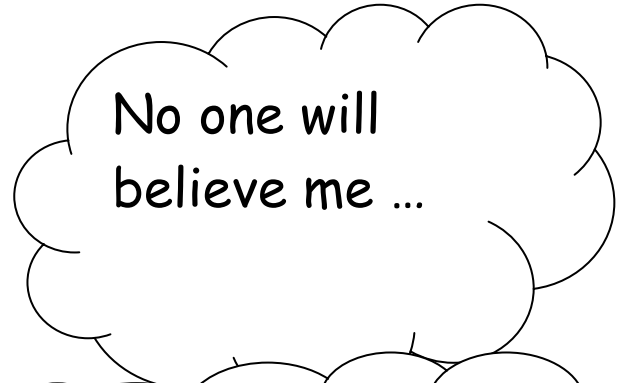
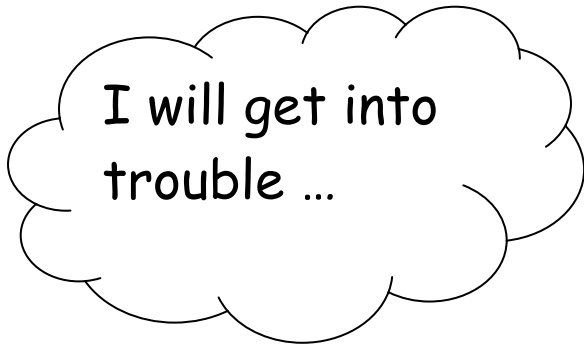


- ◆ We want you to tell us what you think
- ◆ We will listen to you
- ◆ You can ask someone to help you tell us
- ◆ You will not get into trouble for telling us what you think

# Making a complaint or compliment about health services

## An Easy Guide

Do you think?



# Making a complaint or compliment about health services

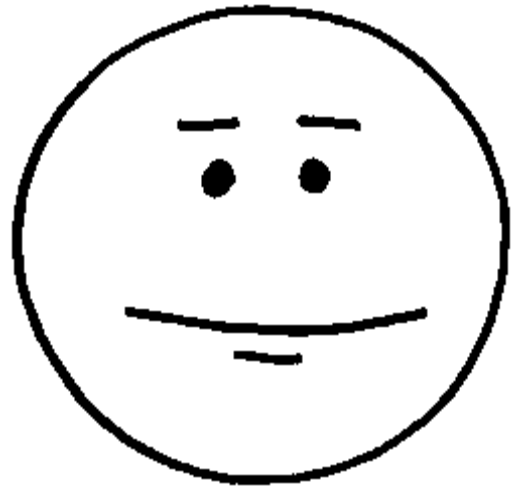
## An Easy Guide

### You have rights



If you tell someone you are not happy and want something changed, this is a COMPLAINT

If you say how things could improve, this is a COMMENT



Or

If you tell someone you are happy and things are good, this is a COMPLIMENT



You can make a complaint or compliment on the forms at the back of the booklet

# Making a complaint or compliment about health services

## An Easy Guide

### Sarah has a Problem

Sarah goes to the hospital each week, and uses hospital transport to take her.



For the past month they have been late all the time.

Sarah is fed up. She wants to complain but is frightened.

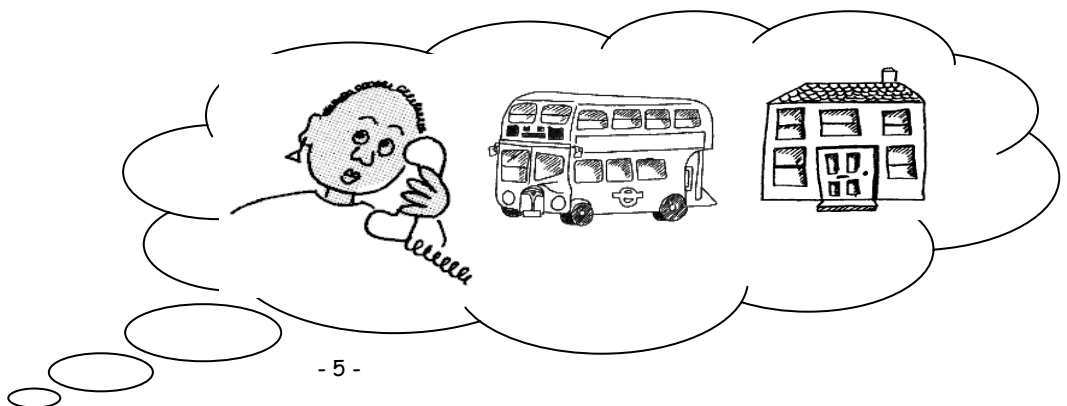
Sarah tells her best friend Jill.

Jill says "don't worry, it is alright to complain".

But Sarah is still not sure because she is unable to read or write.

Jill tells her this is not a problem.

They both go to Sarah's key worker who speaks to the people who organise the transport.





The transport now arrives on time.



## Making a complaint or compliment about health services An Easy Guide

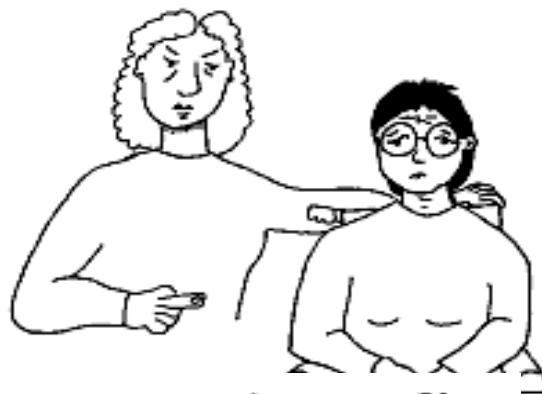
### Jo has a problem

Jo is in hospital.

One of the nurses is frightening and is bossy.

This upsets Jo.

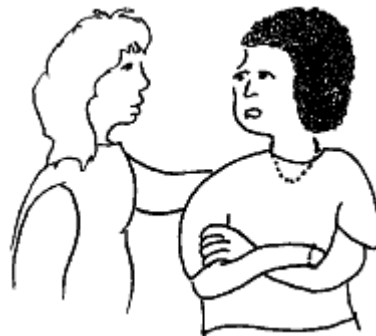
She sometimes cries.



Jo's friend Jane visits  
sometimes cries.

and asks why she

Jo tells her.



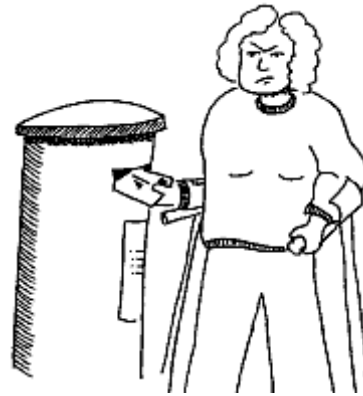
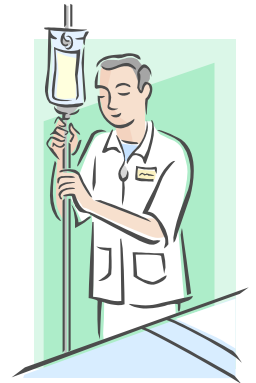
## Making a complaint or compliment about health services An Easy Guide

Jo wants the nurse to know that she is upsetting her by the way she talks to her.

But she is afraid to talk to another member of staff.

Jo is glad she told her friend Jane. Jane has helped her to complete a complaints form.

Jo posts the form to the complaints officer.



## **Making a complaint or compliment about health services**

### **An Easy Guide**

The complaints officer visits Jo on the ward and brings everyone together for a meeting.

He listens to all and tries to find a way for the nurse to talk to Jo that she will not find upsetting.

Jo is happy now and so is the nurse.





## Making a complaint or compliment about health services

### An Easy Guide

#### David has a problem

David and his carer, Kate, went to see the Doctor in hospital, as David had not been feeling well for some time and he had asked Kate to come along to support him if he needed it, but David felt he would be able to tell the doctor about his problem.

When David went to see the Doctor, he didn't speak to David, instead he spoke to Kate and when David tried to speak the Doctor ignored him and spoke to Kate again. Kate told the Doctor that David could speak for himself and the Doctor should ask David about his problem, but the Doctor still spoke to Kate about David.



When they left the Doctor's David was very upset and cross because of how the Doctor had treated him.

Kate said that David should make a complaint about the Doctor as it was important to make sure David and other people like him were not treated like this.



Kate said she would help David make a complaint and support him through the process.



David thought this would be a very good idea.



# Making a complaint or compliment about health services

## An Easy Guide

### How to complain about health care services?

To make a complaint about health care services you need to contact PALS (Patient Advice and Liaison Service)

A complaint should be made within 12 months from the event or situation which you were unhappy with or within 12 months of the date you became aware there was a reason to complain.

### What PALS will do;

- ◆ They will confirm receipt of your complaint within two working days of receiving it. They will then investigate your complaint thoroughly.
- ◆ If you would find it helpful, they can meet with you to discuss your complaint.
- ◆ The Chief Executive will send you a full written response within 30 working days.



# Making a complaint or compliment about health services

## An Easy Guide

### You can get help from a person called an advocate

- ◆ They can help you write letters or fill in the complaint form
- ◆ They can go to meetings with you

### How can I get an advocate?

- ◆ The Complaints Team can find someone to help you.
- ◆ If you tell us that you are still not happy the complaints manager will explain what else can be done about it.

.....  
Tick here if you need an advocate

If you already have one.....



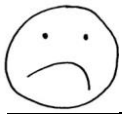
Name of Advocate








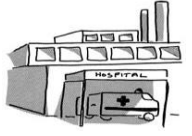

Advocate's telephone number

# Making a complaint or compliment about health services

## An Easy Guide





I am unhappy and want to make a complaint about:

	The nurse <input type="checkbox"/> (tick box)		Transport <input type="checkbox"/> (tick box)
	An appointment <input type="checkbox"/> (tick box)		Going home <input type="checkbox"/> (tick box)
	<input type="checkbox"/> (tick box)	<input type="checkbox"/> (tick box)	Food Doctor
	Hospital else <input type="checkbox"/> (tick box)	<input type="checkbox"/> (tick	 Something box)

Name:

Where I live:

	I am unhappy about:
	It would make me happy if:


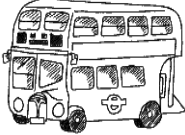



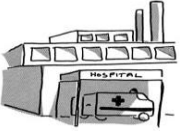

Please fill the form in and hand it to someone who can help you – like your support worker.

# Making a complaint or compliment about health services

## An Easy Guide



I am happy and want to make a compliment about:

	The nurse <input type="checkbox"/> (tick box)		Transport <input type="checkbox"/> (tick box)
Going <input type="checkbox"/> (tick)		An home box	appointment <input type="checkbox"/> (tick box)
	Food <input type="checkbox"/> (tick box)		The doctor <input type="checkbox"/> (tick box)
	Hospital else <input type="checkbox"/> (tick box)	<input type="checkbox"/> (tick	 Something box)

Name:

Where I live:

I want to say:

Please fill the form in and hand it to someone who can help you – like your support worker

**Ethnic origin:**

**I am:**

**White**

British

Irish

Gypsy or Traveller

Any other white background (please describe)

.....  
**Mixed ethnic groups**

White and Asian

White and Black African

White and Black Caribbean

Any other mixed ethnic background  
(please describe):.....

**Asian/Asian British**

Indian

Pakistani

Bangladeshi

Any other Asian/Asian British background  
(please describe).....



**Black/Black British**

African

Caribbean

Any other Black/Black British background  
(please describe).....

**Chinese or other ethnic group**

Chinese

Any other background (please describe).....

Would rather not say

Don't know/not sure

**Religion/belief:**



No religion

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

Having no religion

Other (please describe).....

Would rather not say

Don't know/not sure

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**Sexual orientation:**

Bisexual

Gay



Heterosexual

Other (please describe)

Lesbian/gay woman

Would rather not say

Don't know/not sure

---



**I am a person with a disability:**

Yes

No

Would rather not say

---

**My gender is:**

Man



Woman



Would rather not say

---

**My first Language is:**

English spoken? Yes



No



If no, what is your preferred language?

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## Making a complaint or compliment about health services

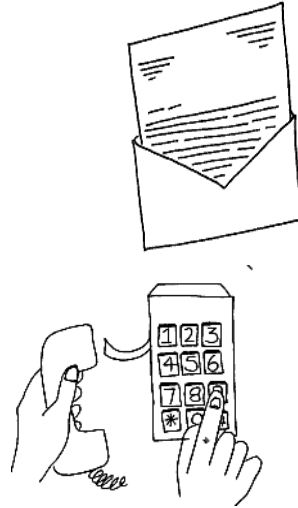
### An Easy Guide

If you are either pleased or unhappy with the way we have dealt with you, then you can complete the form above or contact the person below:

The PALS Manager  
Weston General Hospital  
Grange Road  
Uphill  
Weston Super Mare  
BS23 4TQ

Telephone:  
01934 647216

Email:



[weston.enquiries@nhs.net](mailto:weston.enquiries@nhs.net)

## Making a complaint or compliment about health services

### An Easy Guide

This information is produced by Weston General Hospital.

If English is not your first language your key worker can arrange for you to have an interpreter to explain things to you.

This information can be made available in alternative formats on request.



Telephone: 01934 647216



[www.ld4u.org.uk](http://www.ld4u.org.uk)