



## Contact

### Patient Advice and Liaison Service (PALS)

Visit us in the PALS office next to the RUH main entrance.

Tel: 01225 825656 / 826319 Email: [ruh-tr.pals@nhs.net](mailto:ruh-tr.pals@nhs.net)

### Complaints Manager

Tel: 01225 825376 Email: [ruh-tr.complaints@nhs.net](mailto:ruh-tr.complaints@nhs.net)

### Or write to

Chief Executive: Cara Charles-Barks  
Royal United Hospitals Bath NHS Foundation Trust  
Combe Park, Bath, BA1 3NG

### Other important contacts

The Parliamentary and Health Ombudsman  
Millbank Tower, Millbank, London, SW1P 4QP  
Tel: 0345 015 4033

Health Complaints Advocacy Services  
Support, Empower, Advocate, Promote (SEAP), Help and  
advice is available from SEAP  
Tel: 0330 440 9000 Email: [info@seap.org.uk](mailto:info@seap.org.uk)

Please contact PALS if you require this leaflet in a different  
format, or would like to feedback your experience of the hospital.

Email: [ruh-tr.pals@nhs.net](mailto:ruh-tr.pals@nhs.net) Tel: 01225 825656 / 826319

# How to make a complaint

Information for patients  
and their carers and families



Everyone who works at the RUH aims to ensure patients, their families and carers feel safe and cared for, and are treated with compassion, dignity and respect at all times. Sometimes however, you may experience a problem or something may go wrong.

## How to talk through your concerns or make a complaint

Many issues can be resolved quickly

### Step 1

Talk with the staff involved or the ward Matron about any concerns you have as they arise.

### Step 2

If step 1 does not resolve your concerns you can **contact the Patient Advice and Liaison Service (PALS)** – contact details are on the back of this leaflet.

### Step 3

If step 2 does not resolve your concerns **contact the Complaints Manager** - contact details are on the back of this leaflet.

### Step 4

If the RUH response does not resolve your complaint, you can contact the Parliamentary and Health Service Ombudsman who will conduct an independent review – contact details are on the back of this leaflet.

## Anyone can make a complaint

- Patients or a family member, carer, friend or local MP, can complain on the patient's behalf with their consent. However the Trust will need written consent from the patient in order to give the complainant a full response to the complaint.
- Anyone who has seen an incident involving someone else can also raise a complaint. The complaint will be fully investigated, but the Trust will not be able to disclose full details to the complainant without the consent of the third party.

## The complaints process

- A complaint must be made within **12 months** of the problem occurring or within 12 months of it coming to your attention.
- We will acknowledge your complaint within three working days and the Complaints Manager will contact you to discuss the complaint further, discuss a timescale for us to investigate the complaint, offer you a meeting, and agree an appropriate date by which we will respond.
- For complaints which are very complex we may need a longer period of time to investigate and under the current complaint regulations we have up to 6 months in which to respond to a complaint, however we do aim to respond as soon as possible.