

Four easy steps to talk through your concerns or make a complaint

Step 1

Please feel welcome to 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) who would like to help you.

Step 3

If you feel your concerns are serious you may choose to write to the Chief Executive or contact the Patient Experience Team directly.

Step 4

If the RUH Trust response does not satisfy you, you can approach the Parliamentary and Health Service Ombudsman who will conduct an independent review.

Contact details for each step are available on this leaflet.

Contact details

Patient Advice and Liaison Service

ruh-tr.PatientAdviceandLiaisonService@nhs.net

Tel: 01225 825656

Patient Experience Team

ruh-tr.complaints@nhs.net

Tel: 01225 825376

Chief Executive: James Scott

Tel: 01225 824032

Or write to any of the above at:
Royal United Hospitals Bath NHS
Foundation Trust, Combe Park, Bath,
BA1 3NG

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank, London, SW1P 4QP

Health Complaints Advocacy Services:

Support, Empower, Advocate, Promote (SEAP)

Help and advice is available from SEAP

Tel: 0330 440 9000

info@seap.org.uk

How to make a complaint



Staff at the Royal United Hospital (RUH) will do everything they can to ensure you are cared for properly and promptly.

Sometimes however, you may experience a problem or something may go wrong.

The Trust welcomes and needs feedback from patients, their families and carers, as this feedback allows us to make improvements.

Who can complain?

Anyone can complain including, young people. A family member, carer, friend, or your local MP, can complain on your behalf with your permission/consent.

The Trust will require the patient's written consent in order to give you a full response.

Anyone who has observed a specific incident involving a third party can also raise a complaint. The complaint will be fully investigated, but the Trust will not be able to disclose full details to you without the individuals consent.

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 3 working days.
- The Trust has a duty to investigate a complaint and to resolve it speedily and efficiently. We will discuss a timescale with you and agree an appropriate date by which we will respond.
- For complaints which are more 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.

This information leaflet is available in different languages and a full copy of the Complaints Procedure can be viewed on the RUH website www.ruh.nhs.uk.