

Comments and suggestions

Concerns and complaints



At the Tavistock and Portman NHS Foundation Trust we aim to provide the highest quality of care. We value your opinion and want to hear your view about our Trust, its services and any changes you would like to see, or any difficulties you may have encountered with our services.

Comments and Suggestions

We welcome all comments and suggestions and appreciate hearing about what we may get wrong, what we could do better but also what we do well. You can make comments and suggestions by filling out the online form below:

<https://tavistockqp.promatica.co.uk/PALSForm1.aspx>

Or, to make a formal complaint you can submit your complaint in writing to:

The Chief Executive
The Tavistock and Portman NHS Foundation Trust
120 Belsize Lane
London
NW3 5BA

Talking to our Patient Advice and Liaison Service (PALS)

An appointment can be made to speak, online via Zoom or in person.

You can also call them: **020 8938 2523**

Email: **pals@tavi-port.nhs.uk**.

Raising a concern

If you have a concern about the treatment or care that you receive it is best to address this straight away.

The first thing you should try is talking to your clinician. We hope that you will feel comfortable with this and he/ she may be able to resolve your concerns immediately.

If you are not satisfied that a solution has been found or you feel unable to talk to your clinician you can talk to the manager in charge of the service you are attending or another member of staff. Please ask a member of staff to help you contact the right person.

You can also approach the PALS team (contact details above). This service aims to offer support and advice to patients, their families and carers. The PALS officer is here to listen to your concerns and queries and help to resolve the issues you raise. The PALS officer can also advise you on making a formal complaint and give you information about other organisations.

Making a formal complaint

If we are unable to offer a satisfactory response to your concerns or you wish to receive a formal written response you can make a formal complaint by:

- Writing to the Chief Executive at the above address
- Writing or emailing the Complaints Manager at the above address or the following email: **complaints@tavi-port.nhs.uk**
- If you wish to give your complaint over the telephone rather than in writing you will then be invited to sign the Complaints Manager's written account of your complaint which we will send you, to make sure we have noted this accurately. You can contact the Complaints Manager on **020 8938 2406**.
- Complaints can be submitted via the website using the link below:
<https://tavistockqp.promatica.co.uk/ComplaintForm.aspx>

Writing a complaint

- Ideally you should make your complaint within six months after the problem occurred or you became aware of it. This makes it easier for everyone to remember what happened and helps us to respond quickly.
- Please give us as much relevant information as you can, including your name, date of birth and address, or that of the patient if different. Give a full description of your complaint, including any relevant dates and times to help us investigate quickly and effectively. All information will be treated confidentially.

Help and Support

- The PALS team can also support you in making a formal complaint.
- Alternatively, if you would like help and/or advice you can contact the independent NHS Complaints Advocacy Service. This service can help you to write your complaint and go with you to meetings. The service can also help you if you need particular help (for example if English is not your first language).

NHS Complaints Advocacy, VoiceAbility
Mount Pleasant House, Huntingdon Road
Cambridge, CB3 0RN

Tel: **0300 330 5454**

Email: **nhscomplaints@voiceability.org**

Website: **www.nhscomplaintsadvocacy.org**

Further advocacy services are available at

- Pohwer (for those with learning difficulties) – **0845 120 3748**
- Rethink Mental Illness – **020 3317 7197 / 0300 5000 927**

What happens next?

- We will send you a letter or email to formally acknowledge your complaint within three working days.
- We will try and complete the investigation and send you a written response within about 25 working days. If it is going to take longer than this we will write to you and let you know the reasons for the delay and let you know when you should expect the response.
- You may be invited to a meeting with a senior member of staff to help resolve the issue. You will be able to bring a relative or friend to this meeting.
- In our reply we will make clear any actions we are taking as a result of your complaint, to make sure that the problems you raised do not happen again.

Will your complaint affect your care at the Trust?

We would like to reassure you that you or the patient you represent will not be discriminated against in any way as a result of making a complaint against the Trust and that we will make every effort to resolve your complaint to your satisfaction.

If you would like to see our Complaints Procedure this can be found on our website using the link below:

tavistockandportman.nhs.uk/about-us/governance/policies-and-procedures/

What if you are still not happy?

If you are not satisfied with our response to your formal complaint, you can ask for it to be reopened, outlining the aspects of your complaint that you feel were not fully addressed in our response.

You can also request an independent review of your complaint by the Parliamentary and Health Service Ombudsman (PHSO). The PHSO is fully independent of both the NHS and the Government. The PHSO may:

- ask us to investigate your complaint further, or
- agree to independently review your complaint, or
- decide that no further action should be taken.

Please note that:

- You must write to the PHSO at the address below within 12 months of receiving our response.
- The PHSO will not investigate your case before you have received our response letter.

PHSO address: Parliamentary and Health Service Ombudsman, Millbank Tower,
30 Millbank, London, SW1P 4QP

Helpline: **0345 015 4033**

Website: **<https://www.ombudsman.org.uk>**

If you have any queries regarding the information in this leaflet, please contact our Complaints Manager:

Tel: **020 8938 2406**

Email: **complaints@tavi-port.nhs.uk**

If you need this information in a different language or format please contact our communications team: communications@tavi-port.nhs.uk



Ask for an easy read version of this leaflet:

020 8938 2629

communications@tavi-port.nhs.uk

Nëse e do informacionin në Shqip ose në një format tjetër, ju lutem kontaktoni grupin e komunikimit, communications@tavi-port.nhs.uk

যদি আপনার 'বাংলা' অথবা অন্য ফরমটে এই তথ্যের প্রয়োজন থাকে তাহলে অনুগ্রহ করে যোগাযোগে দলের কমউনিকেশন টিমের সাথে যোগাযোগ করুন communications@tavi-port.nhs.uk

如果你需要本资料以其他形式写成或其 中文版本, 请跟我们的联络小组联系 communications@tavi.port.nhs.uk

Si vous avez besoin de ces informations en Français ou dans un autre format, veuillez contacter l'équipe de communication, communications@tavi.port.nhs.uk

Sollten Sie diese Informationen in Deutsch oder in einem anderen Format benötigen, dann kontaktieren Sie bitte das Kommunikationsteam, communications@tavi-port.nhs.uk

Se desidera queste informazioni in Italiano o in un formato diverso, per favore contatti lo staff comunicazione, communications@tavi-port.nhs.uk

Se precisar desta informação em Português ou num formato diferente, por favor contacte a equipa de comunicação, communications@tavi-port.nhs.uk

Si necesita esta información en Español o en un formato diferente, póngase en contacto con el equipo de comunicación, communications@tavi-port.nhs.uk

Haddii aad u baahan tahay macluumaadkan oo Soomaali ah ama qaab kala fadlan la soo xidhiidh kooxda isgaadhsiinta, communications@tavi-port.nhs.uk

The Tavistock and Portman NHS Foundation Trust
120 Belsize Lane
London NW3 5BA
Tel: **020 7435 7111**
<https://tavistockandportman.nhs.uk>