



Help us to get better at what we do

How to raise a concern or make a complaint

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01392 402093 or at rduh.pals-eastern@nhs.net (for Mid Devon, East Devon and Exeter services) or on 01271 314090 or at rduh.pals-northern@nhs.net (for North Devon services)

Help us improve

We know sometimes we don't get things right. That is why we take complaints very seriously and welcome feedback in all forms to help us improve our services. We will make time to listen to you and act on what you say.

It is absolutely fine for you to ask us a question, raise an issue or ask us for something at any time. We will do our best to answer you. Talk to a member of staff that is caring for you or your loved one.

Resolving issues as soon as we can

If we cannot answer your questions and/or you would like to make a complaint or give us feedback, please speak to the ward manager or team manager of the service in the first instance. If you are unable to resolve your concern, you can contact the Patient Advice and Liaison Service (PALS) team:

- Northern services – on 01271 314090 or at rduh.pals-northern@nhs.net
- Eastern services – on 01392 402093 or at rduh.pals-eastern@nhs.net

for advice and signposting. If they are unable to resolve your concern, they will also be able to direct you to a member of the Patient Experience team to make a formal complaint.

You should do this as soon as possible after a problem or issue arises. Speaking up will not affect the care you receive from us.

If it is not possible to raise your complaint immediately, please do so as soon as you can. This should be within 12 months of when you became aware of the problem. We may not be able to help you after that.

We will acknowledge your complaint within three working days. If your complaint is straightforward and easy to resolve, we will try to do that as quickly as possible, however complex cases may take longer to investigate.

If we need to take a closer look

If your complaint is more complex, we will need time to take a closer look at it and carry out an investigation. We will arrange a time to speak to you to make sure we understand your issues and the outcome you would like.

If you need help with this issue, please speak to our local NHS advocacy provider, Devon Advocacy Consortium or email the Patient Experience team.

Northern services

Email: rduh.complaints-northern@nhs.net

Tel: 01271 335760 / 01271 314185

Eastern services

Email: rduh.complaints-eastern@nhs.net

Tel: 01392 402093

Taking your complaint further

Once we have sent you our final response, if you're not happy with how we've dealt with your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman.

The Ombudsman makes final decisions on complaints that have not been resolved by the NHS. The service is free for everyone. To take a complaint to the Ombudsman or to find out more, go to www.ombudsman.org.uk or call 0345 015 4033.

This leaflet was adopted from Parliamentary and Health Service Ombudsman (PHSO) resources.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact:

PALS Mid Devon, East Devon and Exeter

- call 01392 402093 or email rduh.pals-eastern@nhs.net. You can also visit the PALS and Information Centre in person at the Royal Devon and Exeter Hospital in Wonford, Exeter.

PALS North Devon

- call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at the North Devon District Hospital in Barnstaple.

Royal Devon University Healthcare NHS Foundation Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.royaldevon.nhs.uk

© Royal Devon University Healthcare NHS Foundation Trust
This leaflet was designed by the Communications Department.
www.royaldevon.nhs.uk/get-in-touch