

# Help us to get better at what we do

How to raise a concern or make a complaint

## Help us improve

We know sometimes we don't get things right. That is why we take complaints very

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](mailto:rduh.complaints-northern@nhs.net)

Tel: 01271 335760 / 01271 314185

#### Eastern services

Email: [rduh.complaints-eastern@nhs.net](mailto: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](http://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](mailto: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](mailto: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](http://www.royaldevon.nhs.uk)

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