

Let us know



Information for patients, relatives
and carers

How to give us feedback

We aim to provide the best care for our patients. However, sometimes things may not go according to plan. If you are not satisfied with the care or treatment you, a relative or friend has received, it is important to tell us so that we can resolve the problem quickly.

Often, the quickest and easiest way to do this or get an answer to any questions you may have is by speaking directly to the staff caring for you. Staff will always act professionally and respond to concerns as they are keen to receive feedback. You might also want to let us know about something that has gone well.

Patient advice and liaison service (PALS)

If you do not want to discuss your concerns with the staff or their manager, or if you have tried this and are still unhappy, ask to speak to the patient advice and liaison service (PALS). The PALS team is here for **you** – providing confidential advice, information and support for patients, relatives and carers. The PALS team will:

- **actively listen and respond** to compliments, concerns, suggestions or queries and liaise with staff on your behalf
- **provide information** on NHS services
- **support** you through an anxious time as a patient, relative, friend or visitor
- **monitor** any problems arising and identify any gaps in services
- **feedback** your views to the chief executive and Trust Board
- **help** the organisation learn from patients' experiences and comments
- **offer advice** on the complaints service and provide information on how to seek independent advice if you wish to make a formal complaint

Contact details	
PALS telephone number:	020 3312 7777
Email:	imperial.pals@nhs.net
Opening hours:	Monday to Friday, 10.00 to 16.00

Formally raising your concerns

If you feel that your concerns have not been resolved informally, you can put them in writing or call the complaints department (see page 4). Any concerns you raise will not be recorded in your notes and will not affect your care in any way.

Please provide us with as much relevant information as you can about your concerns and include your name and address, your NHS number if you know it and your date of birth so that we can locate your health records. If you wish to obtain a copy of your health records, we can assist you with this. If you are contacting us on behalf of a relative or friend, we will probably need to obtain their consent to carry out an investigation into the concerns raised.

As part of our investigation, we may need to interview staff, as well as review your health records. Under the NHS complaints procedure you should ensure that you raise your concerns within 12 months of your treatment (although we will try to look at older concerns if there were good reasons why you could not complain within this time).

We will acknowledge your concerns within three working days and an investigator will contact you and agree the best way to resolve your complaint as well as a timescale for this. We will be open with you about any failings we identify in the care provided to you and discuss the action that will be taken to ensure that lessons are learnt.

Contact details (for all Imperial College Healthcare NHS Trust sites)

Address:	Complaints department Seventh floor, Salton House St Mary's Hospital Praed Street London W2 1NY
Telephone:	020 3312 1337 / 1349
Email:	ICHC-tr.Complaints@nhs.net
Please visit our website at www.imperial.nhs.uk > patients and visitors > feedback compliments and complaints for more information and a web feedback form.	

NHS Complaints Advocacy

If you want help making a complaint, you can get free independent support from an NHS complaints advocate. They will guide you through the process and help you make your voice heard. You can contact them at any point in the complaints process by:

- searching online for 'NHS complaints advocacy' in your area
- contacting your local Healthwatch and asking them for the details of your local advocacy advisor
- emailing our complaints team on **ICHC-tr.Complaints@nhs.net** with the name the local authority where you live – we can tell you who to contact

Action against Medical Accidents (AvMA)

The NHS Complaints Regulations do not cover awards for financial compensation. If you want to seek legal advice, please contact the charity AvMA, who can signpost you to a solicitor.

Contact details	
Helpline:	084 5123 2352 (Monday to Friday, 10.00 to 17.00)
For more information, please visit www.avma.org.uk	

Parliamentary and Health Service Ombudsman (PHSO)

If you remain dissatisfied following the Trust’s complaints process, you can write to the PHSO to request an independent review of your case.

The PHSO will normally only review your complaint after you have been through the Trust’s full complaints process.

Contact details	
Address:	Parliamentary and Health Service Ombudsman Millbank Tower, Millbank London SW1P 4QP
Complaints Helpline:	034 5015 4033 (Monday to Friday, 08.30 to 17.30)
Email:	phso.enquiries@ombudsman.org.uk
For more information, please visit www.ombudsman.org.uk	

How do I give feedback?

We want to hear your **suggestions** or **comments**. Your feedback helps us provide the best service. You can always speak to a member of staff.

You can also contact the **patient advice and liaison service (PALS)** on **020 3312 7777** (10.00 to 16.00, Monday to Friday excluding bank holidays) or email at imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or questions and they can help solve problems.

You can make a complaint by ringing **020 3312 1337 / 1349** or emailing ICHC-tr.Complaints@nhs.net. The address is Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

Other ways to read this leaflet

Please email us at imperial.communications@nhs.net if you need this leaflet in a different format. This could be large print, Easy read, as a sound recording, in Braille or in a different language.

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Complaints department
Published: July 2025
Review date: July 2028
Reference no: 2402
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