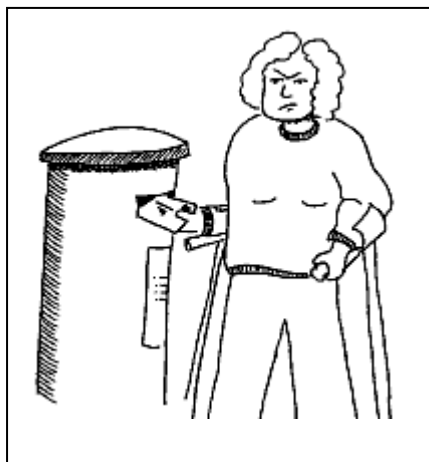
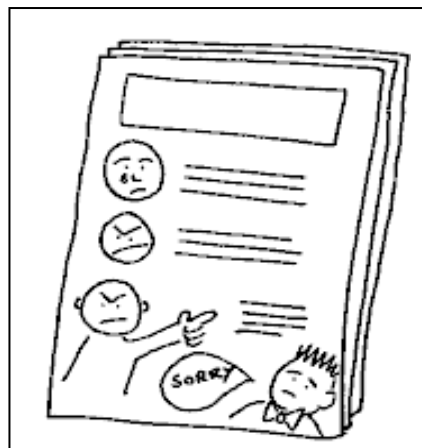


## **Having Your Say**

**Compliments, Comments and  
Complaints.**

## HAVING YOUR SAY

Airedale NHS Trust want to know if you are happy with our services.



Your views will help us to learn lessons and improve our services.

We can help you to tell us your views if needed



**You can tell us your views using the form at the end of this leaflet**

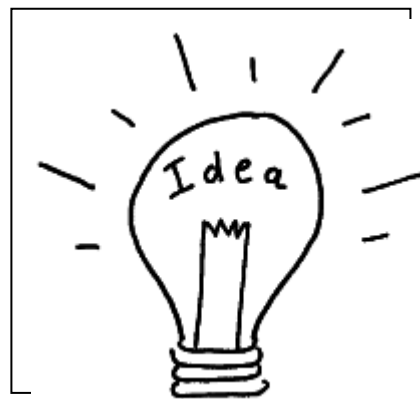
## WHAT CAN YOU TELL US ABOUT?

If you are not happy and want something changed, this is a **CONCERN** or a **COMPLAINT**.



If you tell someone you are happy, this is a **COMPLIMENT**.

If you tell us how to do things better, this is a **COMMENT**



**We will be happy to hear from you, whether you are happy or unhappy with our services.**

**HERE IS AN EXAMPLE OF WHAT TO DO IF HAVE A CONCERN**

Kath speaks to a PALS Officer and says she wants to say she is happy with something.



The PALS Officer sits Kath down and asks her what she would like to say.

Kath says 'I can't remember what my doctor said when I saw him at the clinic. Linda spoke to the consultant and sorted it out straight away'.

## WHAT TO DO IF YOU HAVE A COMPLIMENT

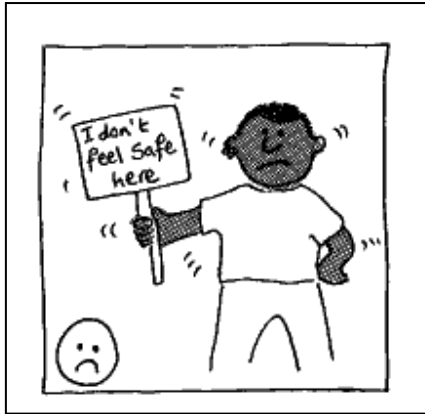


If you speak or write to PALS they will listen to you and write down what you say.

**If you give us a compliment we will make sure it is passed to the right member of staff.**

## WHAT TO DO IF YOU WANT TO MAKE A COMPLAINT

Kath has seen the doctor again and he did not speak to her and when she asked questions he ignored her.

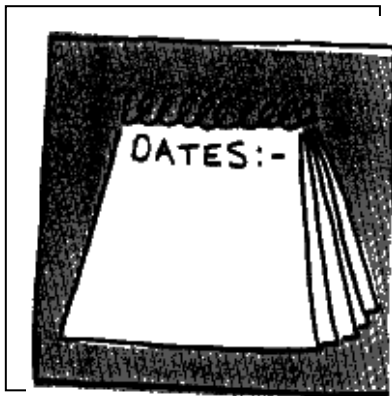


Kath is worried that she is really ill and wants to understand what the problem is.

Kath's friend says she should tell someone about it

Kath and her friend tell Steve that they want to make a complaint to the hospital.

Steve writes down their complaint and it is passed to the Chief Executive



He will do his best to deal with your views as quickly as possible.

**You can ask for someone to help you to make your views known. This is an ADVOCATE and they can help if you do not want to talk to anyone we have already mentioned.**

## WHAT HAPPENS NEXT?

Most complaints are dealt with in this way.

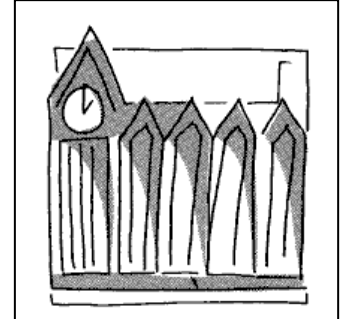


If you are still not happy you can ask for a meeting to talk about your complaint and you can ask an advocate or friend to go with you to this meeting.

People will be happy to talk to you because if there is a problem they will want to sort it out and make things better for you.

## WHAT HAPPENS IF I AM STILL NOT HAPPY?

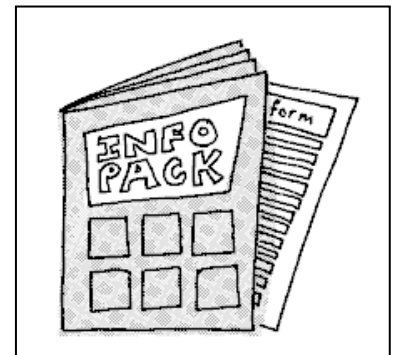
If you are still not happy you can ask for your complaint to be looked at by the **Health Service Ombudsman**



The Health Service Ombudsman will look at how we have dealt with your complaints

They will decide if things have gone wrong and how this has affected you.

The Health Service Ombudsman is separate from the Hospital and we can give you details about how to contact them.



**You must give us the opportunity to resolve your complaint before the Health Service Ombudsman will look at your complaint**

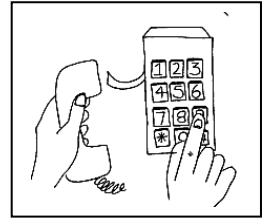


## HOW TO TELL US YOUR VIEWS

You can tell us your views in many ways. You can put your views in writing. We can help you to do this or ask an Advocate to help you. The form on the next page tells you what you should tell us.

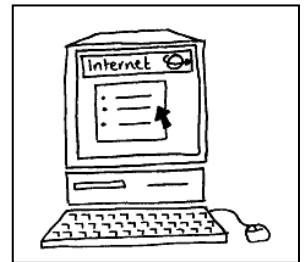
You can tell us your views over the telephone.

Telephone: (01535 294019)



You can send us an e-mail.

[pals.office@anhst.nhs.uk](mailto:pals.office@anhst.nhs.uk)



You can tell us in person. This can be to any member of staff that you feel you can talk to.



You can complete the form at the back of this leaflet.



**FILL OUT THIS FORM TO GIVE US YOUR VIEWS**

Dear PALS,

I would like to tell you about: (Please tick one)

A Concern

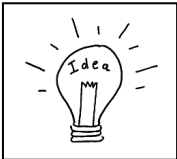


A Complaint

A Compliment



A Comment



It is about:

.....  
.....  
.....  
.....  
.....

My name is: .....

My address is: .....  
.....  
.....

My telephone number is: .....

Please contact me so that I can explain what my problem is.