

Have you got a concern or complaint and don't know where to turn?

We want to encourage you to raise any issue, big or small, as soon as you can, so that we can understand your experience of our services, identify where changes or improvements are needed, and try to put things right as quickly as possible.

Option 1:

Contact the person you know from the service you are using

Tell them what the problem is. They can usually address any concerns you have quickly.

Option 2:

Arrange an appointment or phone call with the manager of the service

Any member of staff on the ward/in the department can contact the manager to arrange this for you.

Option 3:

Contact the Patient Advice and Liaison Service (PALS)

PALS can help and support you to resolve any issues or concerns fast, by talking to staff on your behalf or helping you to get in touch with the right person who can help.

Option 4:

Make a formal complaint

If the issue has still not been resolved or PALS are unable to resolve it quickly, then you can be supported to make a formal complaint through PALS.



Contact PALS:

Phone: 0300 304 2198

Email: pals@spft.nhs.uk

Web: www.sussexpartnership.nhs.uk/pals

Post: PALS, Sussex Partnership NHS Foundation Trust, Swandean, Arundel Road, Worthing, West Sussex, BN13 3EP