

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.

Step 3:

Contact the Patient Advice and Liaison Service (PALS)

PALS help with issues or concerns which you feel have been unresolved. They talk to staff on your behalf to help resolve problems fast.

Step 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.

Step 4:

Make a formal complaint

If the issue has not been resolved or relates to an historic issue, then you can make a formal complaint through PALS.

Step 2:

Arrange an appointment or phone call with the Matron

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



Contact PALS:

Phone: 0300 304 2198

Email: pals@sussexpartnership.nhs.uk

Web: www.sussexpartnership.nhs.uk/pals

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