Our commitment to you

We value your views and your contact with us will be treated confidentially. We welcome suggestions and comments from people who use our services, their families and those who care for them.

It is important for us to maintain the confidentiality of people who use our services at all times. If you wish to raise a concern or complaint for a relative or friend, we will need their consent in order to respond to you about the matter raised. If they are unable to provide consent, advice will be sought from the appropriate clinical team.

We use the information from our investigations, and the complaints and concerns we receive, to improve the standard of care we provide. We want to take action that will help prevent similar problems occurring in future.

We would like to assure you that raising a concern or complaint will not prejudice any treatment or care we provide.

Patient Advice and Liaison Service (PALS) and Complaints
Humber Teaching NHS Foundation Trust
Trust Headquarters
Willerby Hill
Beverley Road
Willerby
HU10 6ED

Tel. 01482 303930
Email. HNF-TR.pals@nhs.net
Email. HNF-TR.complaints@nhs.net

We want to hear your views

Comments, compliments, concerns or complaints

If you need help with this leaflet or if you have particular needs which are preventing you from raising your concern, please contact the Patient Advice and Liaison Service (PALS) and Complaints on 01482 303930 or email us at hnf-tr.complaints@nhs.net or hnf-tr.pals@nhs.net

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Our aim
We aim to provide the best possible care for people who use our services, their families and carers.

We hope that the care and support you have received from us has met your needs. If so, we would be delighted to receive comments and letters of appreciation from you. These can be sent either directly to the staff or to the Patient Advice and Liaison Service (PALS).

We recognise, however, that there may be times when you are not satisfied with the service you have received and may wish to raise a concern or complaint. You can choose how to do this.

Raising a concern
To raise a concern, you can speak to the staff supporting you. They will listen to you and try to help you immediately if possible.

However, if you feel unable to speak directly to the staff involved or do not know who to speak to, you can contact the PALS and Complaints department, which will try to help.

PALS will:
- listen to your concerns, suggestions, compliments or queries;
- try to resolve your concerns as quickly as possible by putting you in contact with the right person to help you;
- advise you on how you can become involved in reviewing, developing and planning Trust services; and
- give the contact details for other PALS/complaints services in this area.

Alternatively, you may wish to make a formal complaint and PALS can advise you on how to do this.

Making a formal complaint
If you wish to make a formal complaint, this can be done verbally, in writing or by email.

If you would like any assistance with your complaint, free and confidential advice is available from advocacy service Cloverleaf Advocacy, which can be contacted by calling 0300 012 0412.

Further details on the NHS Complaints Procedure are available in a separate leaflet which you can get by contacting the PALS and Complaints department.

Contact details
PALS and Complaints
Tel: 01482 303930
Email: hnf-tr.pals@nhs.net or hnf-tr.complaints@nhs.net

The address to send your formal complaint to is:

PALS and Complaints Manager
Humber Teaching NHS Foundation Trust
Trust Headquarters
Willerby Hill
Beverley Road
Willerby
HU10 6ED