

### Patient advice and liaison service (PALS)

Talk, telephone, or write to us:

PALS and Complaints Service, Patient Relations Office,  
Whittington Health, Whittington Hospital,  
Magdala Avenue, London N19 5NF

Tel: 020 7288 5551

E-mail: [whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

Visit our website [www.whittington.nhs.uk](http://www.whittington.nhs.uk) or NHS Choices on  
[www.nhs.uk](http://www.nhs.uk)

If you need this leaflet in any other format, please contact the  
PALS and Complaints department.

If you need a large print, audio or translated copy of this leaflet  
please contact us on 020 7288 3182. We will try our best to  
meet your needs.

**Whittington Health**  
Magdala Avenue  
London  
N19 5NF  
Phone: 020 7272 3070

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## Comments, Compliments, Concerns and Complaints

### A patient's guide







If you are making this complaint on behalf of someone else, please complete their details below:

Name of the person you are representing:

\_\_\_\_\_

Their address:

\_\_\_\_\_

Postcode:

\_\_\_\_\_

E-mail:

\_\_\_\_\_

Signed consent for you to act on their behalf:

\_\_\_\_\_

### When should I complain?

It is better to complain as soon as possible. Complaints will often only be investigated within 12 months of the event, or within 12 months of realising that you have something to complain about.

We can investigate after 12 months if there is a good reason why you were not able to complain earlier and we are still able to investigate what happened effectively and fairly.

### If you need help complaining

If you would like help to complain please contact the Independent Health Complaints Advocacy Service: POhWER. POhWER is a charity that provides advocacy support to people who wish to complain. They can help you write a complaint letter and attend meetings with you.

Helpline: 0300 456 2370 / 020 3553 5960

Minicom: 0300 456 2364

Text: Send the word 'pohwer', your name and number to 81025

Fax: 0300 456 2365

E-mail: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Web: [www.pohwer.net](http://www.pohwer.net)

When making a complaint we will need the following information:

- Your name, date of birth, address and telephone number
- If you are acting on behalf of someone else we need their details and their consent.
- A list of the things you are complaining about
- A summary of what happened, who was involved and when it happened, giving dates if possible.
- How you would like to resolve your complaint e.g. by phone, through a meeting or a written response.

### Confidentiality

We may need to review your medical and other records to look into your concerns. You can tell us if you do not want us to, however this might make it more difficult for us to investigate.

### How will we handle your complaint?

- We investigate all complaints thoroughly and fairly and we will send you a response
- We will acknowledge your complaint within three working days and contact you to agree how to resolve it
- We usually respond within 25 working days. We will let you know if there is a delay and why
- We will send you a response. This will include a full explanation of what happened, what we have learned and what we are doing so it will not happen again. It may also include an apology
- You will be able to discuss what happened with the people involved

### If you are not satisfied with our response

Please contact us and explain why you are not satisfied. Tell us the issues that you feel we have not addressed. The service will review the issues and respond further if possible.

Consider asking to meet the service to clarify the response and try to reach a satisfactory outcome

### If you remain dissatisfied

You can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint.

You should ask for a review within 12 months of the incident and explain why you think it is necessary.

Please tick one of these boxes: Comment  Compliment   
Concern  Complaint

Contact details:  
Your name:

\_\_\_\_\_

Your address:

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Daytime Phone Number:

\_\_\_\_\_

Mobile:

\_\_\_\_\_

Your e-mail:

\_\_\_\_\_

Would you prefer to be contacted by letter, phone, or email?

\_\_\_\_\_

To raise concerns about social care services, please contact:

Islington Adult Social Services  
London Borough of Islington, Customer Service Unit, 7  
Newington Barrow Way, London N7 7EP  
Tel: 020 7527 8046 / 8047  
E-mail: [socialservices.complaints@islington.gov.uk](mailto:socialservices.complaints@islington.gov.uk)  
Website: [www.islington.gov.uk](http://www.islington.gov.uk)

Islington Children's Social Services  
London Borough of Islington, 3 Elwood Street, London N5 1EB  
Tel: 020 7527 8048  
E-mail: [childrensocialcare.complaints@islington.gov.uk](mailto:childrensocialcare.complaints@islington.gov.uk)  
Website: [www.islington.gov.uk](http://www.islington.gov.uk)

Haringey Children's and Adult Social Services  
London Borough of Haringey, Feedback & Information  
Governance Team, Floor 7, River Park House, 225 High Road,  
Wood Green, London N22 8HQ  
Tel: 020 8489 2550  
E-mail: [feedback@haringey.gov.uk](mailto:feedback@haringey.gov.uk)  
Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)

#### Comments, Compliments, Concerns and Complaints Form

Please fill in this form if you have a comment, compliment, concern or complaint and send it to:  
PALS and Complaints Service, Patient Relations Office,  
Whittington Health, Whittington Hospital, Magdala Avenue,  
London N19 5NF

#### The Ombudsman

The Parliamentary and Health Service Ombudsman (PHSO)  
Millbank Tower, Millbank, London, SW1P 4QP  
Tel: 0345 015 4033 Minicom: 0300 061 4298  
E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

#### Healthwatch

You can also make comments to Healthwatch, which is an independent network of local people funded to help you have a say in improving local services.

Islington Healthwatch  
Freepost RTGT-HCUS-LXBS,  
Healthwatch Islington, 200A Pentonville Road London, N1 9JP

Tel: 020 7832 5814  
E-mail: [info@healthwatchislington.co.uk](mailto:info@healthwatchislington.co.uk)

Haringey Healthwatch  
Freepost RTGS-ZLBB-TGTG,  
Healthwatch Haringey,  
14 Turnpike Lane, London, N8 0PT

Tel: 020 8888 0579  
E-mail: [info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)

### Interpreting Service

If you wish to make a comment, compliment, concern or complaint and English is not your first language, you can get help from the Interpreting Service by calling 020 7288 5191 / 5114 / 3226 or e-mail to [whh-tr.interpreting-services@nhs.net](mailto:whh-tr.interpreting-services@nhs.net).

### Greek

Αν θέλετε να κάνετε κάποιο σχόλιο, κομπλιμέντο, πρόβλημα ή παράπονο και τα Αγγλικά δεν είναι η πρώτη γλώσσα σας, μπορείτε να λάβετε βοήθεια από την Υπηρεσία Διερμηνέων τηλεφωνώντας στο 020 7288 5191 / 5114 / 3226

### Turkish

Dusuncelerinizi, ogulerinizi, endiselerinizi soylemek veya sikayette bulunmak istiyorsaniz ve bunlari Ingilizce olarak bizlere aktaramiyorsaniz, 020 7288 5191/5114/3226 telefon numaralarini arayarak Tercumanlik Servisimizden yardim isteyebilirsiniz.

### Bengali

আপনি কোন মন্তব্য, প্রশংসা, দুঃখিতা বা অভিযোগ জানাতে চাইলে এবং আপনার প্রথম ভাষা ইংরেজি না হলে 7288 5191 / 5114 / 3226 - এই নাম্বারে ফোন করে আপনি ইন্টারপ্ৰিটিং সার্ভিসের সাহায্য পেতে পারেন

### Spanish

Si usted desea hacer un comentario, cumplido o si tiene alguna inquietud o queja y su primer idioma no es el inglés, puede obtener ayuda del Servicio de Interpretación, llamando al 020 7288 5191/ 5114/3226

### Polish

Jeśli chciałby państwo skomentować, pochwalić, wyrazić zaniepokojenie, zrobić zażalenie lub skarge, jezyk angielski nie jest państwa podstawowym jezykiem, prosze o skontaktowanie sie z serwisem tłumaczy pod numerem 020 7288 5191 / 5114 / 3226 i poprosić o pomoc.

| Age                       |  | Other ethnic group                               |  |
|---------------------------|--|--|--|
| Child (16 and under)      |  | Chinese  |  |
| Adult (17-64)             |  | Any other ethnic group                           |  |
| Older adult (65 or above) |  | I would rather not answer                        |  |
| I would rather not answer |  | If you have stated other, please provide details |  |
|                           |  |  |  |
| Ethnic origin             |  | Gender   |  |
| Asian or Asian British    |  | Male   |  |
| Bangladeshi               |  | Female   |  |
| Indian                    |  | I would rather not answer                        |  |
| Pakistani                 |  |  |  |
| Other Asian background    |  | Sexual orientation                               |  |
|                           |  | Gay  |  |
| Black or Black British    |  | Heterosexual                                     |  |
| African                   |  | Lesbian  |  |
| Caribbean                 |  | Bisexual   |  |
| Other Black background    |  | I would rather not answer                        |  |
|                           |  |  |  |
| Mixed                     |  | Religion or beliefs                              |  |
| White/Asian               |  | Atheism  |  |
| White/Black African       |  | Buddhism   |  |
| White/Black Caribbean     |  | Christianity                                     |  |
| Other mixed background    |  | Hinduism   |  |
|                           |  | Islamic  |  |
| White                     |  | Jainism  |  |
| White British             |  | Judaism  |  |
| Irish                     |  | Sikhism  |  |
| Other White background    |  | Other  |  |
|                           |  | I would rather not answer                        |  |