

# PALS & Complaints

(Patient Advice & Liaison Service)



## Patient information factsheet

### Overview

- As a Trust, we are committed to providing a high quality, safe care and a professional service.
- We know that sometimes, things can go wrong.
- We know that sometimes our patients are unhappy with the service we provide.
- PALS is a non-clinical point of contact for patients, relatives, carers, and friends requiring advice or assistance in relation to the care provided by Whittington Health NHS Trust.

### Raising a concern

- If you are concerned or worried about your care or the care of your relative/ friend, we want you to tell us straight away so that we can help.
- You can speak to a senior member of staff on the ward, clinic, or department about your concerns.
- If you feel that your concerns or worries have not been addressed or if you would like to talk to someone who is not connected to the ward, clinic, or department, you can report your concerns to PALS.
- We will do everything possible to answer your concerns quickly.

### The PALS team can:

- Contact departments, wards, clinics and services on your behalf asking the service to contact you and address your concerns.
- Listen to your feedback, concerns and suggestions, and provide confidential on-the-spot advice, support and signposting to other services.
- Advise you about services at our Trust.
- Raising a PALS concern is sometimes referred to as an 'informal resolution'. If you feel that we have been unable to provide you with a satisfactory resolution, you can submit a complaint.

## The PALS team are unable to:

- Arrange or change appointments
- Assist with requests for copies of medical records, though we can advise on how best to obtain the copies needed
- Provide clinical advice.

## Making a complaint

If you wish to make a complaint, it is often better in your own words. You can do this by email or letter, or by arranging to speak with a member of the team who can provide support.

**Post:** PALS & Complaints Service, Whittington Health NHS Trust, Magdala Avenue, London, N19 5NF

**Email:** [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

**Telephone:** 020 7288 5551

## What help is available to you?

If you would like advice or support with making a complaint, you can contact POhWER or Rethink who provide free, confidential, and independent advocacy services.

### POhWER (for Haringey residents)

**Email:** [nhscomplaints@pohwer.net](mailto:nhscomplaints@pohwer.net)

**Telephone:** 0300 456 2370 (charged at local rate)

**Text:** Send 'pohwer' plus your name & number to 81025

**Post:** POhWER, PO Box 17943, Birmingham, B9 9PB

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

### Rethink (for Camden and Islington residents)

**Telephone:** 0300 790 0559

**Email:** [advocacyreferralhub@rethink.org](mailto:advocacyreferralhub@rethink.org)

**Web:** [www.rethink.org](http://www.rethink.org)

## Are there time limits?

- Complaints should always be made as soon as possible.
- You should make your complaint within 12 months of the incident, or within 12 months of you being made aware of the incident.
- This makes it easier for everyone to remember what happened and helps us to respond quickly.
- If the complaint is made after 12 months, we may not be able to investigate the incident or may be limited in our response.

## What happens next?

- Once you have submitted a complaint you will receive a written acknowledgement within three working days.
- This acknowledgement will include a date by which you can expect a written response to your complaint. We aim to respond before that date, however there are occasions where investigations take longer than expected.
- PALS staff do not investigate complaints, which are handed over to a lead investigator in the service subject to the complaint. They will work to investigate the issues you have raised.
- A written response will be sent to you from the Chief Executive once our investigation is complete.

## If you are unhappy with the response to your complaint

You can ask us to look again at your complaint to:

- provide further information or clarify issues you do not feel were addressed.
- arrange a meeting with the service concerned to discuss any outstanding concerns (you can bring a friend, relative or representative with you). These are known as Local Resolution Meetings.

After this, if you are still unhappy with the outcome, you have the right to approach the Parliamentary and Health Service Ombudsman (PHSO) to ask them to review your complaint.

### Ombudsman contact details

The Parliamentary and Health Service Ombudsman (PHSO) Millbank Tower,  
London, SW1P 4QP

**Tel:** 0345 015 4033

**Web:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### Healthwatch

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

### Islington

Healthwatch Islington, 6-9 Manor Gardens, N7 6LA

**Tel:** 07538 764 436

**Email:** [info@healthwatchislington.co.uk](mailto:info@healthwatchislington.co.uk)

## Haringey

Freepost RTXY-BSRB-RCSS, Tottenham Town Hall,  
Town Hall Approach Road, London, N15 4RX

**Tel:** 020 8888 0579

**Email:** [info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)

## For concerns about social care services:

### Islington Adult Social Services

Customer Services, People Directorate

222 Upper Street, London, N1 1XR

**Tel:** 020 7527 8046 / 8047    **Email:** [people@islington.gov.uk](mailto:people@islington.gov.uk)

### Islington Children's Social Services

Children's Customer Care and Complaints Manager

3 Elwood Street, London, N5 1EB

**Tel:** 020 7527 8048    **Fax:** 020 7354 9742

**Email:** [childrensocialcare.complaints@islington.gov.uk](mailto:childrensocialcare.complaints@islington.gov.uk)

### Haringey Children's and Adults Social Services:

**Children:** <https://www.haringey.gov.uk/contact/council-feedback/childrens-social-care-complaints-procedure>

**Adults:** <https://www.haringey.gov.uk/contact/council-feedback/adult-social-care-complaints-procedure>

If you are unable to use the forms please call 020 8489 3424

Please use the space below to provide us with your:

Comment  Compliment  Concern  Complaint

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel/Email: \_\_\_\_\_

Preferred contact method: email  phone  letter

Details of the patient you are representing (if applicable)

Age	
Child (16 and under)	<input type="checkbox"/>
Adult (17-64)	<input type="checkbox"/>
Older adult (65 or above)	<input type="checkbox"/>

Ethnic Origin	
Asian or Asian British	
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Asian other - please specify:	<input type="checkbox"/>

Black or Black British	
Black African	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>
Black other - please specify:	<input type="checkbox"/>

Mixed	
White/Asian	<input type="checkbox"/>
White/Black African	<input type="checkbox"/>
White/Black Caribbean	<input type="checkbox"/>
Other mixed background - please specify:	<input type="checkbox"/>

White	
White British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>
White other - please specify:	<input type="checkbox"/>

Other ethnic group	
Other - please specify:	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Gender	
Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Non-binary	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>
Unknown	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Trans	
Identified as trans	<input type="checkbox"/>
Not identified as trans	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>
Unknown	<input type="checkbox"/>

Sexual Orientation	
Gay	<input type="checkbox"/>
Heterosexual	<input type="checkbox"/>
Lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
Other:	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Religion/Beliefs	
Buddhism	<input type="checkbox"/>
Christianity	<input type="checkbox"/>
Hinduism	<input type="checkbox"/>
Islam	<input type="checkbox"/>
Judaism	<input type="checkbox"/>
Sikhism	<input type="checkbox"/>
Other - please specify:	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Do you have a disability, long-term illness, or health condition?	
Yes / No / Prefer not to say	<input type="checkbox"/>
If yes, please specify:	<input type="checkbox"/>

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel/Email: \_\_\_\_\_

Preferred contact method: email  phone  letter

---

---

---

---

---

---

---

---

Please continue on a separate sheet if necessary

---

Please tick if you would like a response

If you need a large print, audio or translated copy of this leaflet, please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

**020 7272 3070** | Whittington Health NHS Trust, Magdala Avenue, London, N19 5NF  
[www.whittington.nhs.uk](http://www.whittington.nhs.uk) | [x.com/WhitHealth](https://x.com/WhitHealth) | [facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

## Document information

Date published: 26/08/2025 | Review date: 26/08/2027 | Ref: NPE/PALS&Comp/10  
© Whittington Health NHS Trust. Please recycle.