



Patient Advice and Liaison Service (PALS Team) concerns and complaints.

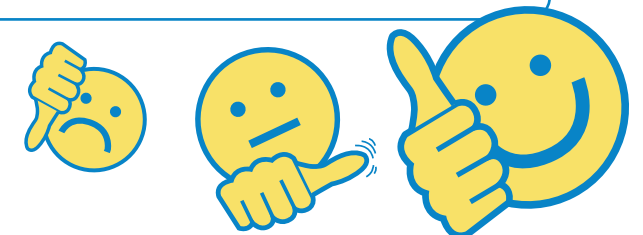
Information for young people

Staff at Alder Hey always aim to make sure that you receive the best possible care. Although we always try our best we know that sometimes we don't get things right.

Often the best way to sort out a problem or concern is to tell the people looking after you or to ask to speak to the person in charge of the ward or clinic.

If you don't want to do this you can:

- Tell your parent or carer and ask them to speak on your behalf.
- You can speak to our PALS Team.



Who to contact for help and support

You can contact the Healthwatch, Independent Complaints Advocacy (HICA). HICA can offer you support and advice.

PALS Team

Office located near to the Oasis restaurant at Alder Hey

Open Monday to Friday 9.00am to 4.00pm
Direct Telephone Line : 0151 252 5161
Email: PALS@alderhey.nhs.uk

Complaints Team

Complaints Team direct telephone line 0151 252 5374
Email: COMPLAINTS@alderhey.nhs.uk

Written letters of complaint should be addressed to:

Chief Executive, Alder Hey Children's NHS Foundation Trust, Eaton Road,
Liverpool, L12 2AP

Independent help and advice

Healthwatch Independent Complaints Advocacy Tel: 0808 801 0389

Parliamentary Health Service Ombudsman (PHSO)

Tel - 0345 015 4033

They are a free service open to everyone and are the final step of the complaints system, giving you an independent and last resort to have your complaint looked at.

What can the PALS Team do?

They will ask for your name and contact details and listen to what you have to say. They will make notes and then try to sort things out for you with your parent or carer's consent. If you think the problem is not being dealt with properly you might want to make a formal complaint.

Please don't think that by raising concerns you will be treated differently. If you raise a concern or make a complaint we will always try to make things better.

Making a formal complaint

You can make a complaint by contacting the Complaints Team in person, by telephone or e-mail. If you want to send your complaint by letter please address your letter to the Chief Executive. Contact details are at the end of this leaflet.

After receiving the details of the complaint, the Team will contact you and your parent or carer. The Team will write to you within three working days to let you know they are dealing with your complaint.

If you prefer, you can receive this information in a letter and you will be given the choice of meeting with staff once you have received this information. We will always consider how you feel the complaint should be dealt with.

- **If we have found that we could have done things better or differently we will let you know and what we can do about it.**
- **If we can't change things we will let you know the reasons why.**
- **If we have done something wrong we will apologise to you.**

If you are still unhappy

Contact the Complaints Team within one month of receiving the Chief Executive or senior manager's letter and let them know why you are still unhappy.

They will look at how your complaint was dealt with and let you know the outcome of the review. You may be asked if you would like to meet with senior managers to discuss your complaint.

