



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

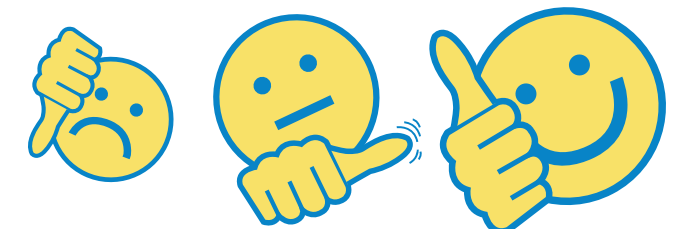
**Information for children,
parents and carers.**

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

Raising a concern

If you are not happy with a service we provide, or think that improvements could be made please ask to speak to the manager or person in charge of the ward/clinic as soon as possible.

If you remain unhappy after this discussion, you can talk to a member of our PALS Team in person, by telephone, by email or by drawing us a picture to show how you feel.



Please
affix
stamp
here

PALS & Complaints Team
Alder Hey Children's NHS Foundation Trust,
Eaton Road,
Liverpool,
L12 2AP

How we will help you?

The PALS Team will take the details of your concern and forward it to the relevant Team within the hospital. A member of the Team will contact you to discuss this further and advise you of any actions they will take.

If you remain unhappy you can contact the PALS Team to discuss how they can further assist you.

Making a formal complaint

You can make a complaint by contacting the Complaints Team in person, by telephone, or email.

If you wish to send your complaint in a letter please address this to the Chief Executive. Contact details are at the bottom of this page.

If you require any assistance to make a formal complaint you can get in touch with Healthwatch Independent Complaints Advocacy Tel: 0808 801 0389

The PALS Team can also tell you who can give you some extra help if you are still not happy.

Opening times are Monday to Friday 9.00am to 4.00pm

- 📞 PALS Team on 0151 252 5161
- 📞 Complaints Team on 0151 252 5374

- ✉️ PALS@alderhey.nhs.uk
- ✉️ COMPLAINTS@alderhey.nhs.uk

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

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.

Can't tell us how you feel? Then draw a picture.

Name: _____

Address: _____

Postcode: _____

Alder Hey no: _____

