

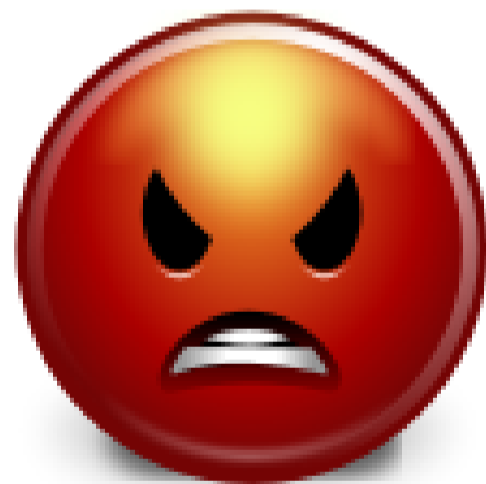
Would you like to tell us about our service?

Good



OR

Bad





Tell us what you think is good or bad about us

Good

Tell our staff or our Patient Advice and Liaison Service (PALS) who like to hear what we are doing well



Bad

If something has gone wrong, tell the person in charge or speak to PALS, they may be able to help.



If you are unhappy with a service from us you can complain.

How do I complain?



You can tell staff

You can tell PALS



Phone the PALS team on 01204 390193

Or email : PALS@boltonft.nhs.uk



Or write to our Chief Executive or Patient Experience Manager— the address is at the back of this leaflet



Is there a time limit for complaints?

Yes. You have one year to tell us what has happened to make you unhappy about our services.

Who can make a complaint?

- You
- Your family or carers
- An advocate for you



What happens next?

- We will write to you in three days to say that we have received your complaint
- We will telephone you to talk about what went wrong
- Sometimes we will meet you
- We will talk to staff about what went wrong



The Chief Executive will also send you a letter telling you what we found out and what we are doing about it usually within 35 working days.



What can I do if I am unhappy with the answer to my complaint?

Tell us and we will look at it again or meet with you to talk about it.

What if I am still unhappy?

You can ask the Ombudsman to investigate. The Ombudsman is someone who can look at serious complaints against us.



Confidentiality

We will only tell people what you have told us if they need to know.

We will not treat you badly if you complain.

How do you get help from PALS?



You can telephone PALS on:
01204 390193



You can write to PALS or the Chief Executive at:
Bolton NHS Foundation Trust
Royal Bolton Hospital
Minerva Road
Farnworth
BOLTON BL4 0JR



You can email PALS at:
PALS@boltonft.nhs.uk

If you want a large print copy of this leaflet , an audio tape or a copy of it in another language please contact us using the details above.