

## Concerns or Complaints?

**Please tell us.** We want you to get the care and information that you need. You can:

**1. Talk to one of our staff or the team manager.** This is usually the quickest and easiest option.

**2. Contact PALS,** our Patient Advice and Liaison Service. They can help to sort out concerns before they become serious. They can also pass on compliments.

freephone: **0800 731 2864** (option 2)

email: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)

web: [www.slam.nhs.uk/pals](http://www.slam.nhs.uk/pals)

or write a letter: PALS office  
The Maudsley Hospital  
London, SE5 8AZ

**3. Make a formal complaint.** The complaints team will contact you to find out how you would like us to deal with your complaint.

phone: **020 3228 2444**

email: [complaints@slam.nhs.uk](mailto:complaints@slam.nhs.uk)

web: [www.slam.nhs.uk/complaints](http://www.slam.nhs.uk/complaints)

or write a letter: Complaints office  
The Maudsley Hospital  
London, SE5 8AZ

### Help with making a complaint

Your local NHS Complaints Advocacy service can help you make a complaint. They can write letters, and come to meetings with you.

They also provide interpreters See the back of this leaflet for details, or visit [www.slam.nhs.uk/complaints](http://www.slam.nhs.uk/complaints)

## **Local NHS Complaints Advocacy Services:**

### **Croydon**

Advocacy for all

call: **0845 310 1812 option 1**

email: **referrals@advocacyforall.org.uk**

[www.advocacyforcroydon.org](http://www.advocacyforcroydon.org)

### **Lambeth and Southwark**

POhWER

call: **0300 456 2370**

Minicom: 0300 456 2364

email: **LondonIHCAS@pohwer.net**

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

### **Lewisham**

Healthwatch Lewisham

call: **020 8690 5012**

email: **advocacy@healthwatchlewisham.co.uk**

[www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)

### **Other boroughs**

Ask your council for details of your local NHS Complaints Advocacy Service.

Please ask if you need this information in large print or another format or language, or visit [www.slam.nhs.uk/complaints](http://www.slam.nhs.uk/complaints)