

Concerns or complaints?

Please tell us. We want you to get the care and information that you need.

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**

email: pals@slam.nhs.uk

web: 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

web: www.slam.nhs.uk/complaints

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

Do you need help with making a complaint?

Your local NHS Complaints Advocacy service can provide interpreters and help you write letters. See the back of this leaflet for details

Local NHS Complaints Advocacy services

Croydon

Advocacy for all

call: **0845 310 1812 option 1**

Textphone: 0786 002 2939

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

www.advocacyforcroydon.org

Lambeth, Southwark and Wandsworth

POhWER

call: **0300 456 2370**

Minicom: 0300 456 2364

email: **LondonHCAS@pohwer.net**

www.pohwer.net

Lewisham

Healthwatch Lewisham

call: **020 8315 1916**

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

www.healthwatchlewisham.co.uk

Other boroughs

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