

How to make a comment or a complaint



What to do if you are not happy with the care or treatment you receive



The hospital staff hope to offer good support to all patients.



Sometimes things go wrong.



If you are not happy with how you have been treated, you should tell us as soon as possible.



This information will tell you:

- how to complain
- the steps you will need to take
- who can give you support

Step 1: How to make a complaint



If you are not happy you should speak to the hospital staff caring for you.

Often things can be put right this way.



If you want to discuss the problem with someone else in the hospital, you can contact **PALS** – the Patient Advice and Liaison Service.



PALS can speak to the ward or department and try to put things right.

Using PALS

Every hospital has a Patient Advice and Liaison Service (**PALS**) team.




They can:

- answer any questions you have about your visit
- help to make things right if you have had any problems during your visit
- speak to a ward or department for you


We have Patient Advice and Liaison Service (**PALS**) teams at:



Lincoln County Hospital

 01522 707071

Pilgrim and Grantham Hospitals

 01205 446243



You can also email the **PALS** teams at:

pals@ulh.nhs.uk

Professional advocates



Professional advocates are people who can help with difficult problems or situations.

A professional advocate can:

- help you to understand your health problem or condition
- try to find out what you want
- support you to say what you want
- help hospital staff to support you in a way that works for you
- help you to make a complaint



VoiceAbility

Voiceability offer practical support such as help with writing letters, attending a meeting with you and explaining the options available.

Tel: 0300 303 1660

Email: helpline@voiceAbility.org

Step 2: Making a formal complaint



If you feel that your concerns have not been put right you can make a formal complaint.

A formal complaint is an official complaint. We will take it very seriously.

You can contact our complaints team by phone:



Lincoln County Hospital

01522 573883

Pilgrim Hospital

01205 445689

Grantham Hospital

01476 464133



You can also email the complaints department at:

ComplaintsULH@ulh.nhs.uk

You can write to them at:

Complaints Team
Lincoln County Hospital
Greetwell Road
Lincoln
LN2 5QY



Or

Complaints Team
Pilgrim Hospital
Sibsey Road
Boston
PE21 9QS

Here are some ideas about what to include in your letter to the complaints department



Include your:

- Name
- Address
- Date of birth
- Hospital number (if you know it)



Keep it simple:

- Try to write no more than two pages.
- Attach a diary of events or a log sheet if your complaint is long or complicated



Say how you think things could be improved:

- Say what you expect to happen
- Be polite but firm



Keep copies of your letter at home and send your letter by recorded delivery to make sure that we definitely receive it.

If you are writing on behalf of someone else:



- Please include your own name and address, as well as the patient's details
- The patient will need to agree to the complaint
- You must include their written agreement to the content of the complaint
- You should contact us for advice if the patient is unable to give their written agreement because of disability or ill health



Remember: If you need advice about making a complaint, you can contact the Patient Advice and Liaison Service **(PALS)**.

What happens next?



We will write to you within three working days of receiving your complaint.

Once we have investigated your complaint properly, a director from the hospital will send you a letter telling you what we think.



If your complaint is complicated, we may want to meet to discuss your concerns.

We call this a **local resolution meeting**



The letter from the director will give you advice on what you could do next.

If you do not feel that the situation has been fixed, please speak to PALS team, who can give you more advice on what to do next.

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References

If you require a full list of references for this leaflet please email patient.information@ulh.nhs.uk

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If you require this information in another language, large print, audio or braille, please email the Patient Information team at patient.information@ulh.nhs.uk



www.ulh.nhs.uk

