



Making a formal complaint



If you are not happy with how your problem is dealt with you can make a formal complaint.



The PALS team will help you contact an advocate who can help you say what has gone wrong, talk about what you can do and will help you to decide what will happen to your complaint.



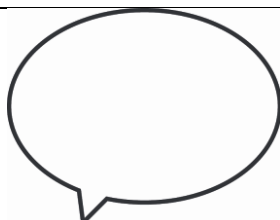
The PALS team will send you a letter about your complaint and what you would like to happen.



The PALS team will ask for your consent if they need to look at your health records in order to deal with your complaint.



Sometimes the PALS team will get another person to look at the care you received and tell us what they think.



The PALS team will tell you what they found out and what they will do to make sure the same thing does not happen again to someone else.



Someone from the PALS team will meet with you to talk about what was found out.



If you are not happy with your response you can tell the Parliamentary and Health Service Ombudsman about your issue.



How to contact us



9•00



5•00

We are open from 9 am to 5 pm from Monday to Friday.



Telephone:

PALS – 0300 123 1672
01392 267 665



Email: pals.devon@nhs.net



Website:

www.newdevonccg.nhs.uk



Address:

Patient Advice and Complaints Team
FREEPOST EX184
County Hall
Topsham Road
Exeter
EX2 4QL

Please include your telephone number when you write to us.



Text us on:

07789 741 099



We can meet you with a friend or an interpreter