



Easy Read

# How to raise a concern or complaint



Sometimes you may be unhappy with the service you get and want to complain.

This leaflet tells you:

- How to raise a concern
- How to make a formal complaint
- Who can help you

## What is a complaint?

- A complaint is when you tell someone you are unhappy about something
- Or when something bad has happened that you want to tell people about

## How to raise a concern?

If you are unhappy you should speak to the hospital staff caring for you.

Often your problem can be put right this way.



But you can also speak to the PALS team about your problem.

They are the Patient Advise and Liaison Service.

## How to contact PALS



You can phone PALS on:  
0800 328 7971

**Or you can come and visit the PALS team at one of their offices:**



### **Oxfordshire**

Warneford Hospital,  
Warneford Lane,  
Oxford,  
OX3 7JX



### **Buckinghamshire**

The Whiteleaf Centre,  
Bierton Road,  
Aylesbury,  
HP20 1EG

### What happens next?



PALS will talk to you about your problem and find out what you would like to happen.



The PALS team can speak to the staff caring for you about your problem.



PALS will tell you what happened during these talks.

## An advocacy team can also help you



If you would like to write a letter to explain your problem, PALS can put you in contact with an advocacy team.

An advocacy person is someone who can help you with your complaint, but they are not part of our healthcare trust.

### You can also make a formal complaint

- If you feel that your problem has not been put right, you can make a formal complaint.
- This means a team of people will look into your concerns and find out what happened.



A member of staff who you have not seen before will look into your problem.

If you would like to make a formal complaint, please contact the PALS team.

Their contact details are on page 4.

## Easy Read

Please contact us if you would like the information in another language or different format.

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।  
**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

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