

What's the difference between PALS and the complaints procedure?

There are two ways in which we can address your concern/complaint: via our Patient and Advice Liaison Service (PALS) or via our formal complaints procedure.

PALS does not investigate formal complaints but focuses on resolving issues, as well as dealing with questions, suggestions and concerns.

If you are acting on behalf of a patient, PALS will need to obtain verbal consent from the patient in the first instance. With consent PALS can liaise with the relevant service manager to look into your concerns and arrange for someone to respond to your concerns/answer your questions. They will also use your case to identify any areas for learning and improvement.

If you would like, PALS can arrange for someone from the service to contact you directly so that you can discuss your concerns in person, via the telephone or email.

If you would like to discuss this option further please do not hesitate to contact PALS on 01904 726262 or provide us with your telephone number and we will call you back.

Alternatively, your concerns can be investigated under our formal complaints procedure. If you are acting on behalf of a patient, we will need to obtain written consent from the patient in the first instance (this requirement does not apply if the patient is a child or lacks capacity).

Once your complaint is registered it will be assigned to an investigating officer who will lead the investigation into the issues you raised. When it is concluded you will receive a response from the investigating officer with a covering letter signed by the Chief Executive. This will include details of the evidence considered, who has been involved, a response to each element of the complaint and details of any actions taken as a result of the complaint. This investigation process usually takes 30 working days. If at this stage, you are not satisfied with our handling of your complaint, you have the right to refer your case to the Parliamentary and Health Service Ombudsman and details of the Ombudsman will be provided in our response to you.

If you would like to make a formal complaint you can write to our complaints team at York Hospital, Wigginton Road, York YO31 8HE, email complaints@york.nhs.uk or telephone 01904 725137.

Please state that you are making a formal complaint and include the following information:

- Your name, address, post code, date of birth, telephone number and NHS Number (if known)
- Details of your complaint including hospital attended and your relationship to the patient

- If you are acting on behalf of a patient we will need the patients name, address, post code, date of birth, telephone number and NHS Number (if known)

If you are not sure whether you want to make a complaint we will be happy to discuss the options with you.

In addition, all local authorities provide advocacy for people wishing to make an NHS complaint. They can offer you independent support through the process.

For City of York contact [York Advocacy Service](#) on 01904 643364

For North Yorkshire contact [Cloverleaf Advocacy](#) on 0300 012 4212

For East Riding of Yorkshire contact [Cloverleaf Advocacy](#) on 0300 012 4212