

## Where can I get further advice and help?

The ICAS contact telephone number is **0300 343 7000**  
or via [www.dorsetadvocacy.co.uk/advocacy/nhs-complaints](http://www.dorsetadvocacy.co.uk/advocacy/nhs-complaints)



The Royal Bournemouth  
and Christchurch Hospitals  
NHS Foundation Trust

# Concerns and Complaints



### Our mission

Providing the excellent care we would expect  
for our own families.

The Royal Bournemouth Hospital,  
Castle Lane East, Bournemouth, Dorset, BH7 7DW

The Bournemouth Hospital Charity raises funds for the Bournemouth and Christchurch Hospitals to enhance patient care and purchase items which directly benefit patients and staff above and beyond that which can be funded by the NHS alone.

If you would like to contribute to the Bournemouth Hospital Charity please contact them on **01202 704060**, email [charity@rbch.nhs.uk](mailto:charity@rbch.nhs.uk) or visit [www.bournemouthhospitalcharity.org](http://www.bournemouthhospitalcharity.org).

If you have any queries or concerns about your care at the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust, the Patient Advice and Liaison Service (PALS) would be happy to help you and can be contacted on **01202 704886/704301** or [pals@rbch.nhs.uk](mailto:pals@rbch.nhs.uk).

If you would like this leaflet printed in a larger font, please contact the Communications Team on **01202 704905** during the office hours of 8.30am-5pm Monday - Friday.



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We aim to provide the excellent care we would expect  
for our own families.

However, on occasions you may have concerns  
about the level of service or care provided.

This leaflet explains how you can make your  
concerns known if you are unhappy with  
the service or treatment you have received.

## Questions and concerns

You can raise your concerns immediately by speaking to the person in charge of your care (e.g. the doctor, nurse in charge, head of department) or someone else, such as one of our Patient Advice and Liaison Service (PALS) officers. They may be able to resolve your concerns quickly.

Many people want some information or advice about concerns that can be resolved fairly quickly. Our PALS Team might be able to resolve your concerns informally, or be able to tell you more about your options in making your concerns known.

## How to make a complaint

The PALS team can help with making a formal complaint. You can contact them by calling **01202 704886**. You can also do this by using one of the white phones on the wall and calling extension **4886**. If you make a verbal complaint, a written record will be made and confirmed to you.

You will receive an acknowledgement letter which will offer you the opportunity to discuss your complaint and the time needed to investigate and reply.

It is only through listening to you that we know how you think we are doing. We can all learn from what you tell us about the care we provide.

## Who can complain?

Anyone who has received our services or is affected by what we have done or not done. Someone acting on behalf of a patient can also make a complaint, with the consent of the patient.

## What is the time limit for making a complaint?

You should normally complain within 12 months of the event concerned or within 12 months of becoming aware that you have reason to complain. Our Complaints Manager has discretion about this time limit if there are good reasons why you could not have complained earlier.

## Will making a complaint mean I am treated differently?

Please do not worry about making a complaint or making your concerns known. you may be able to highlight something which can be put right for the benefit of other patients.

Making a complaint will not affect how you are treated and complaint letters are not filed in healthcare records.

## Where can I get more help?

We try to make our complaints procedure as clear and accessible as we can. But if you need help in bringing your complaint, you can get this from an Independent Complaints Advocacy Service (ICAS), who will assist without charge. The ICAS contact telephone number is **0300 343 7000**.