

Concerns or complaints?

Please tell us. We want you to get the care and information that you need.

1. Talk to one of our staff or the team manager. This is usually the quickest and easiest option.

2. Contact PALS, our Patient Advice and Liaison Service. They can help to sort out concerns before they become serious. They can also pass on compliments.

freephone: **0800 731 2864**

email: pals@slam.nhs.uk

web: www.slam.nhs.uk/pals

or write a letter: PALS office

Maudsley Hospital
London, SE5 8AZ

3. Make a formal complaint. The complaints

team will contact you to find out how you would like us to deal with your complaint.

phone: **020 3228 2444**

email: complaints@slam.nhs.uk

web: **www.slam.nhs.uk/complaints**

or write a letter: Complaints office
 The Maudsley Hospital
 London, SE5 8AZ

Do you need help to make a complaint?

Your local NHS Complaints Advocacy service can provide interpreters and help you write letters. For details, contact your local council or visit www.slam.nhs.uk/complaints

For more information visit:
www.slam.nhs.uk/complaints