Concerns or Complaints?

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

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** (option 2)
   - email: pals@slam.nhs.uk
   - web: [www.slam.nhs.uk/pals](http://www.slam.nhs.uk/pals)
   - or write a letter: PALS office
     The 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](http://www.slam.nhs.uk/complaints)
   - or write a letter: Complaints office
     The Maudsley Hospital
     London, SE5 8AZ

**Help with making a complaint**
Your local NHS Complaints Advocacy service can help you make a complaint. They can write letters, and come to meetings with you. They also provide interpreters. See the back of this leaflet for details, or visit [www.slam.nhs.uk/complaints](http://www.slam.nhs.uk/complaints)
Local NHS Complaints Advocacy Services:

**Croydon**
Advocacy for all
telephone: **0845 310 1812 option 1**
email: referrals@advocacyforall.org.uk
www.advocacyforcroydon.org

**Lambeth and Southwark**
POhWER
call: **0300 456 2370**
Minicom: 0300 456 2364
email: LondonIHCAS@pohwer.net
www.pohwer.net

**Lewisham**
Healthwatch Lewisham
call: **020 8690 5012**
email: advocacy@healthwatchlewisham.co.uk
www.healthwatchlewisham.co.uk

**Other boroughs**
Ask your council for details of your local NHS Complaints Advocacy Service.

Please ask if you need this information in large print or another format or language, or visit www.slam.nhs.uk/complaints