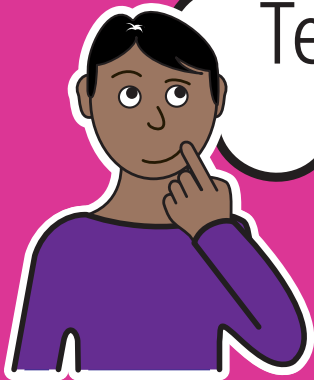


# P.A.L.S

Tell us what you think ...

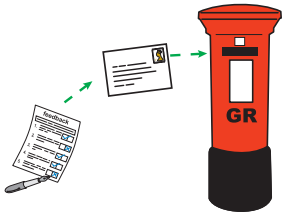


## P.A.L.S

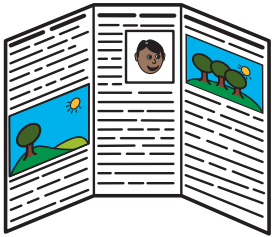




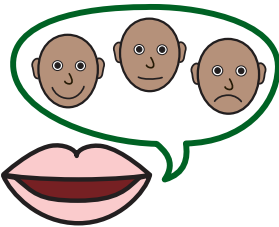
## Information about raising a concern, compliment, comment or complaint



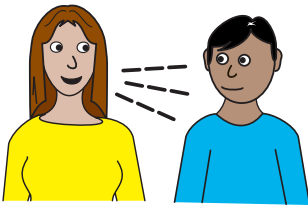
Everyone can give feedback or make a complaint. You can do this for yourself or for someone else. It will not affect any care you need in the future.



This leaflet explains how you can contact our Patient Advice and Liaison Service (P.A.L.S) or our Complaints Department.



**If you want some advice or you have a comment, compliment or concern**



If you already access our services you can talk to a member of staff

**NHS**



Or you can contact the Patient Advice and Liaison Service (P.A.L.S)  
**0800 052 5790**

**[pals.lypft@nhs.net](mailto:pals.lypft@nhs.net)**

P.A.L.S Office, Becklin Centre,  
Alma Street, Leeds, LS9 7BE

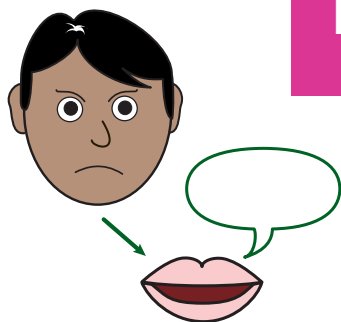


**[www.leedsandyorkpft.nhs.uk](http://www.leedsandyorkpft.nhs.uk)**  
(search for 'PALS')



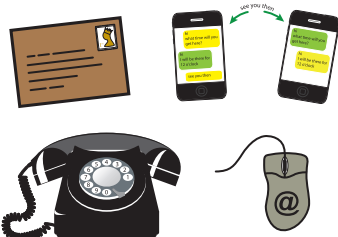
P.A.L.S can give you information and advice. They can help with any concerns you have.

## If you would like to make a formal complaint

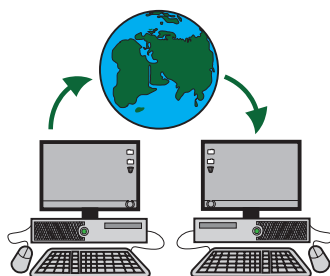


To make a formal complaint you need to contact our Complaints Department

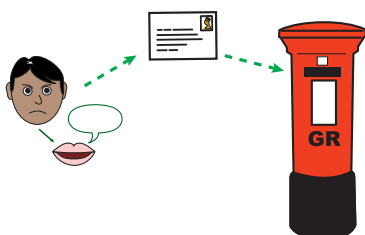
**0113 855 5955**  
**complaints.lypft@nhs.net**



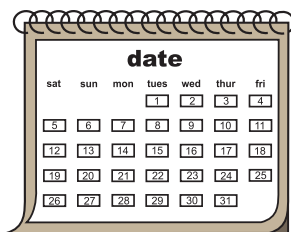
Chief Executive (C/O Complaints Manager),  
Leeds and York Partnership NHS  
Foundation Trust,  
2150 Century Way,  
Leeds, LS15 8ZB



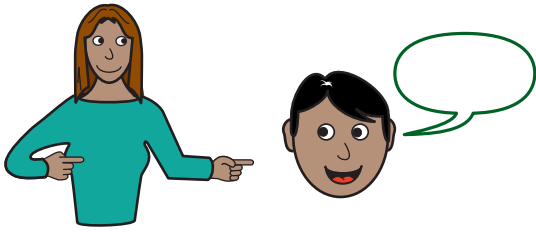
**www.leedsandyorkpft.nhs.uk**  
(search for 'Complaints')



When we receive your complaint we will contact you to discuss it with you.



We usually respond to complaints within  
30 working days.



## Independent Advocacy Services – helping you to resolve your complaints

### For services in Leeds



Leeds Independent Health Complaints  
Advocacy

**0113 244 0606**



**lihca@advonet.org.uk**

### For services in North Yorkshire



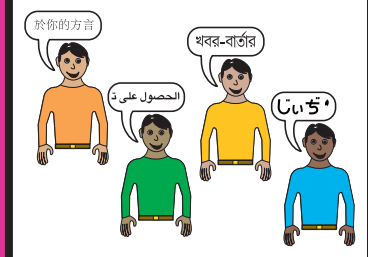
Cloverleaf Advocacy  
**0300 012 4212** (local rate)



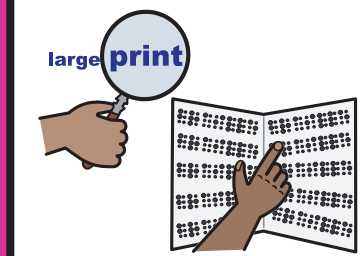
**helpwithnhscomplaintsnorthyorks@  
cloverleaf-advocacy.co.uk**

## We can offer you this information in:

### other languages



### large print or braille



### audio



Please contact Interpretation and Translation  
Support Team:



**0113 8556418/9**



**translation.lypft@nhs.net**