Tell us what you think …
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

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

pals.lypft@nhs.net
P.A.L.S Office, Becklin Centre, Alma Street, Leeds, LS9 7BE

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