

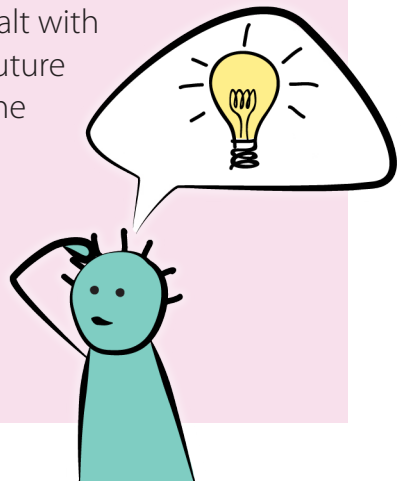
Tell us what you think...

Information about raising a concern, compliment, comment or complaint

As part of our commitment to continually improving our services, we are always keen to hear what you think.

Everyone is entitled to give feedback or make a complaint, including on someone else's behalf. We want you to feel confident that your feedback will be dealt with fairly and in a timely manner, and that future care will not be negatively affected as the result of you providing feedback.

This leaflet explains how you can contact our Patient Advice and Liaison Service (PALS) or our Complaints Department.



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

If you are already accessing our services, please **speak to a member of staff** (e.g. your Named Clinician or Care Co-ordinator) who will be happy to help.

Alternatively, you can **contact the Patient Advice and Liaison Service (PALS)**:

☎ **0800 052 5790**

✉ pals.lypft@nhs.net

🏢 PALS Office, Becklin Centre,
Alma Street,
Leeds, LS9 7BE

🌐 www.leedsandYorkpft.nhs.uk (search for 'PALS')

Anyone who wants information or advice can contact the PALS team. They will help you find ways to resolve any concerns you may have. If they are unable to answer your query they will assist you in finding out who can.



If you would like to make a formal complaint

You can make a formal complaint in writing, via email, or by telephone. A complaint form is also available for download from our website.

To make a formal complaint, **please 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')

Once we have received your complaint we will contact you to discuss the outcomes you are hoping for and agree an appropriate timescale for responding to your concerns.

We usually aim to respond to complaints within 30 working days. If you have any queries along the way, the Complaints Department will be happy to help and can be contacted using the details above.

Independent Advocacy Services – helping you to resolve your complaints

No one should be prevented from making a complaint about NHS services because they feel it is too complicated or that they won't get the support they require. Independent Advocacy services are there to help people through the process of making a complaint.

If your issue is about **services in Leeds**, please contact **Leeds Independent Health Complaints Advocacy:**

☎ **0113 244 0606**

✉ lihca@advonet.org.uk

For **services in York**, contact **York Advocacy:**

☎ **01904 414357**

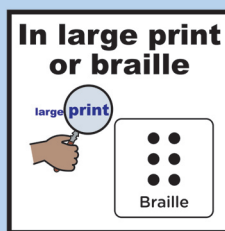
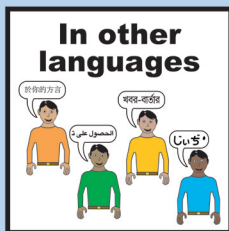
✉ office@yorkadvocacy.org.uk

For **services in North Yorkshire**, contact **Cloverleaf Advocacy:**

☎ **0300 012 4212** (local rate)

✉ helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

We can offer you this information:



Please contact the Diversity Team:

☎ **0113 855 9915**  diversity.lypft@nhs.net