



Making a
complaint or
comment

What is a complaint?



Making a complaint is speaking up about something you do not like or you are not happy with.

Is it ok to complain?



If you are unhappy with something, it is ok to say so. We need to know what is wrong with our service so we can make it right.

What can I complain about?

You can complain about any part of the care and treatment you receive from the Trust.
For example:



The people who
work with you



Your care and
treatment



The food we
give you

Who can I talk to?

If you want to complain about something, you can talk to someone who supports you.

For example:



Your social worker



Your named nurse



Manager of the service



Family member
or friend or
advocate

You can also talk to **PALS**
(Patient **A**dvice and **L**iaison **S**ervice)

PALS will listen to anything you are worried
about.



**You can call PALS
on 01707 253916**

Where should I send my complaint?



If you want to,
you can use the
complaint form and
send it to us.



Send your complaint to:

PALS and Complaints
Hertfordshire Partnership University NHS
Foundation Trust
The Colonnades
Beaconsfield Close
HATFIELD
AL10 8YE

Complaint form

To help you make a complaint you can use this form.

I am unhappy with ☒ tick the boxes

Staff or people
who work with me

☐

Food

☐

Care and
treatment

☐

Other

☐

Can you tell us more about what you are unhappy with? (Ask someone you trust to help you fill this out)

Your name:

Your Address:

Your telephone number:



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