



**NHS**

**Birmingham and Solihull  
Mental Health**  
NHS Foundation Trust

# Customer Relations

Including compliments, complaints and  
patient advice and liaison service (PALS)



## Help us to improve

Birmingham and Solihull Mental Health NHS Foundation Trust is committed to providing you with a high quality health service and the best care and treatment possible. For this reason, your feedback is extremely important to us so we know what we are doing right, and understand more about what we need to do to change things for the better.

## Compliments

We are always delighted to receive positive comments about our staff and services and we use these to highlight where things are working well. If you are pleased with the care or treatment you have received, please let us know and we will pass on your compliments to the person or service concerned.

## Customer Relations Service

Sometimes, regrettably, things may not go as planned. Voicing your concerns allows us to learn from your experience and improve the service for future service users.

If you, or a member of your family or a carer, wish to discuss any concerns you have about your treatment or care you should speak to the person in charge of your care so they can help to resolve the matter straight away. In hospital this will be the ward manager or matron. In the community this will be the health professional dealing with your treatment or their manager.

If you would prefer to talk to someone who is not involved in your care or are unsure who to talk to, you can contact the Customer Relations Team (PALS) on 0800 953 0045. We can provide confidential information, advice and support to service users, their families and carers. We will listen to your concerns, suggestions or queries and help to sort out problems quickly on your behalf. You can also let us know about concerns on the form included in this leaflet.

## **Formal complaints process (NHS local resolution)**

If you are unhappy with the treatment or service you have received from the NHS you have the right to make a complaint, have it investigated and receive a response. Care will be taken to ensure your complaint remains confidential.

### **How do I make a complaint?**

If your concerns have not been resolved by the ward manager, matron, community team manager and you would like to make a complaint, they will ask us to contact you. If you would like to contact us directly, details on how to do this can be found on the back of this leaflet.

### **Can I make a complaint on behalf of someone else?**

A complaint can be made by someone acting on behalf of another person with their consent. A complaint can be made by anyone who is affected or likely to be affected by the actions or decisions of the Trust. We will need to ask the service user for consent to share information with you. We will ask your permission to obtain this consent.

## Is there a time limit for making a complaint?

It is best to tell us as soon as possible after the event and within 12 months of the event happening or within 12 months of discovering you have become aware of the concern. Complaints received outside of these timescales may be investigated if the complaint could not have been made earlier and only if it is still possible to investigate what happened.

## What happens when I make a complaint?

We will acknowledge your complaint within three working days from the date it is received. We will discuss your complaint with you and agree your investigation which will include:

- what has happened
- how long it will take us to investigate your complaint – this will be confirmed with you in writing
- a full investigation into your concerns raised.

## What happens next?

Your complaint will be investigated thoroughly by a senior member of staff. We will ensure that those involved with the investigation will be open and honest and act fairly throughout. Your response will include how we have dealt with your complaint, the conclusions, and an apology if things have gone wrong and any actions taken.

## What if I am not satisfied with the response?

If you feel that there are any matters which we have missed, misunderstood or you would like clarification on, you should contact us within three months from the date you received the response. We will see if there is any further action we can take to resolve your complaint and we may suggest a telephone call or a meeting between you and the investigating manager. We will make every effort to resolve all your outstanding issues.

**Please be assured that making a complaint will have no detrimental effect on the care provided to you, or your family member.**

## The Parliamentary Health Service Ombudsman

Once we have fully exhausted the local resolution complaints procedure, should you continue to remain unhappy, you can request the Parliamentary Health Service Ombudsman to consider if they will review your complaint and the way it was handled. The ombudsman is completely independent of the NHS and government and will only review concerns when they are assured that local resolution has been fully exhausted. They can be contacted as follows:

### **Parliamentary and Health Service Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033

Email: [PHSO.enquiries@ombudsman.org.uk](mailto:PHSO.enquiries@ombudsman.org.uk)

## Help to make your complaint

If you need help, independent complaints advocacy organisations can give advice and information and support you in making your complaint, for example writing a complaint letter. They provide a confidential service which is free and totally independent of the NHS.

### **POhWER**

PO Box 14043

Birmingham

B6 9BL

Tel: 0300 456 2370

Text: send the word 'pohwer' with your name and number to 81025

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

## Other agencies that can assist you

### Care Quality Commission (CQC)

The Care Quality Commission (CQC) regulates the NHS and other care services, and also has responsibility for the Mental Health Act. If you have a complaint about the use of the Mental Health Act you can contact the CQC who will investigate your concerns:

### **CQC Mental Health Act**

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161 – press '1' to speak to the mental health team.

## **See Me**

See Me service user engagement operates regular forums for you to give your views on mental health services.

For more information telephone 0800 694 0212 or email [bsmhft.seeme@nhs.net](mailto:bsmhft.seeme@nhs.net). Alternatively, see leaflet 8, which is about See Me service user engagement.

## **Contact details**

To make a compliment, comment or complaint in writing, fill in the form on page 9-10 and send it to:

### **Customer Relations**

Birmingham and Solihull Mental Health NHS Foundation Trust

Headquarters

Unit 1, B1

50 Summer Hill Road, Birmingham

B1 3RB

Tel: 0800 953 0045

Email: [bsmhft.customerrelations@nhs.net](mailto:bsmhft.customerrelations@nhs.net)

Available from 8am to 6pm, Monday to Friday, excluding bank holidays.





**Please tick whether you would like to make a:**

compliment

comment

complaint

**Your details**

Are you:

a patient

staff

a visitor

friend/relative of a patient

(if so, please also provide the patient's name and date of birth if available)

**If you have made a compliment or comment would you like us to contact you?**

Yes

No

**Your name:** .....

**Your date of birth** (this helps us locate your team): ..... /..... /.....

**Your address:** .....

**Postcode:** .....

**Telephone:** .....

If you have made a complaint then we will reply to you within **three days** of receiving this form. Please note, if you plan to use the feedback boxes located around the trust's various sites, it can take up to a week for the Customer Relations Team to receive your complaint.

Thank you for filling in this form. Please continue on a separate sheet if necessary and attach your separate sheet to this form, ensuring you have put your name on it.



Please write the details of your compliment, comment or complaint below:

Date (if applicable): ..... Time: .....

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Name: ..... Signed: .....





If you have any queries regarding this leaflet then please call Customer Relations on 0800 953 0045.

We can help you access information in other languages or formats. Please ask a member of staff for a copy or contact our Customer Relations Team on 0800 953 0045 or email [bsmhft.customerrelations@nhs.net](mailto:bsmhft.customerrelations@nhs.net) (available Monday to Friday, 8am to 6pm, excluding bank holidays).

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**SMOKEFREE**

We are a smokefree trust

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Website: **[www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)**

Main switchboard: **0121 301 0000**

