



**NHS**

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

# Comments Suggestions Complaints



**Easy Read**

# We want to know what you think



Most people are happy with the care they get from the Trust

We would like to hear if you have had good care



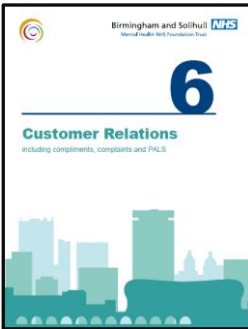
We would like to hear any comment or suggestion about how we can make things better

We really want to know if you are unhappy with your care or treatment



**We will always reply to you and take action if we need to**

# How do I tell you?



Trust Leaflet Number 6 is available in all of our wards and departments.

It explains how to get in touch with PALS and the customer relations team.

I can write to  
**Customer Relations**  
**BSHMFT Trust HQ**  
**B1 3RB**



I can send a text to PALS  
**07985 883 509**

I can call **0800 953 0045**  
Monday to Friday 8 a.m. to 6 p.m.  
But not on a bank holiday, during  
this time I can call 0121 301 5500  
to speak to switchboard



I can send an email  
**[bsmhftcustomerrelations@nhs.net](mailto:bsmhftcustomerrelations@nhs.net)**

# If I want to make a complaint

I can speak to a member of staff if I am unhappy. They can usually put things right quickly



I can get in touch with PALS or the Customer Relations Team. They will tell me what I need to do

# If I make a complaint

The Customer Relations Team will write to me within 3 working days to tell me what will happen and how long it will take



The Customer Relations Team will then contact me to make sure they understand why I am not happy

After my complaint has been looked into I will get a letter back to tell me what has been found



# If I am not happy with the response to my complaint



I can get in touch with the Customer Relations Team. They may be able to arrange a second opinion

I can write to someone outside the Trust called the Parliamentary Health Service Ombudsman.

This person makes final decisions on complaints not resolved by the NHS.



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## Useful contacts

- **POhWER – Complaints Advocacy Service**  
0300 456 2370
- **Parliamentary and Health Service Ombudsman (PHSO)**  
PHSO Millbank Tower Millbank London SW1P 4QP  
0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- **Care Quality Commission (CQC)**  
CQC National Customer Service Centre Citygate Gallowgate  
Newcastle upon Tyne NE1 4PA  
03000 616 161