

# Putting Things Right

When you tell us what's wrong



# What to do first?



This leaflet is for everyone who uses our services including people with additional needs, parents, carers and professionals.



Queen Victoria Hospital want to give you the best care and treatment.



You can help us to do this by:

- Telling us if you are unhappy with anything we do
- Making a complaint





Sometimes we get things wrong and we want you to tell us if we do.

To help us understand what happened and to make it better, we will:



- Listen to you
- Ask for your ideas to make things better
- Keep you informed
- Treat you fairly
- Help you quickly.





# If you're unhappy with the response?



You can write to us at:  
Chief Executive Officer  
Queen Victoria Hospital  
Holtye Road  
East Grinstead  
West Sussex  
RH19 3DZ



Or contact the PALS team  
Tel: 01342 414000 (xt 4788)  
Email: [qvh.pals@nhs.net](mailto:qvh.pals@nhs.net)  
Or come to see us  
(location 5 in the main hospital building.)



You can bring a friend, relative or someone to support you to any meeting about your complaint. They may help you or speak for you at the meeting.





If you want help with telling us about what happened you can ask Healthwatch West Sussex and the Health Complaints Advocacy Service. More information is on the website:



[www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)



Or call on:

**0300 012 0122**

Or email:

[helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)



# What can you expect?



We will listen to you and ask you what you would like us to do to put it right.

We will look into your complaint and do something to try to make it better



If we can't sort it out straight away we will write or email to you to in 3 working days to say:

- How we will deal with the complaint
- How long it will take



If we've done something wrong we will apologise. We will try to make sure it doesn't happen again.

If we cannot change the situation we will explain to you the reasons why.



We will write or email you again within 40 working days and tell you what the investigation has found.



# If you're still not happy



You can contact the  
Parliamentary and Health  
Service Ombudsman (PHSO)



The Ombudsman is the final  
stage for complaints about the  
NHS. They are a free service.  
They investigate complaints in a  
fair and independent way and  
they do not take sides.

For more information you can  
visit their website:



Parliamentary  
and Health Service  
Ombudsman



[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

Or call on:

0345 015 4033

Monday to Thursday, 8:30am – 5:00pm

Friday 8:30am – 12am

Or e-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Tel: 01342 414000 (xt 4788)  
Email: [qvh.pals@nhs.net](mailto:qvh.pals@nhs.net)  
Or come to see us  
(location 5 in the main hospital building.)

If you'd like to find out how you can support QVH,  
please visit [www.supportqvh.org](http://www.supportqvh.org)



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