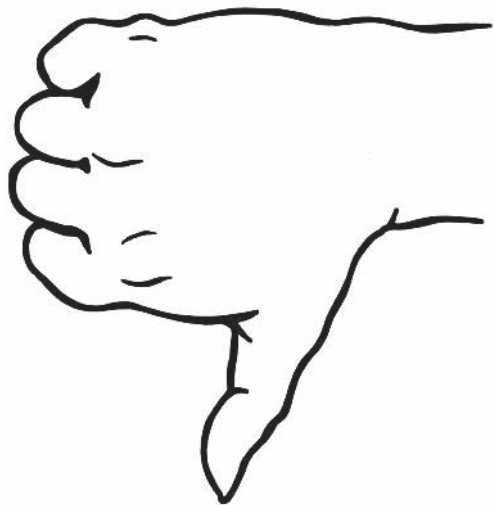




**NHS**

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

# Comments, suggestions, complaints



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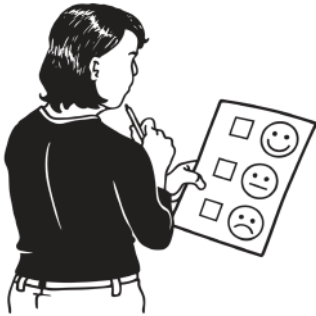
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# We want to know what you think



Most people are happy with the care they get from the Trust. We would like to hear if you have had good care.

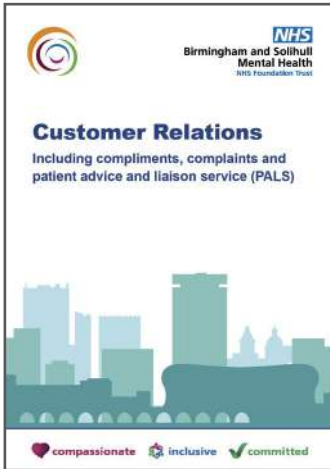


We would like to hear any comment or suggestion about how we can make things better.



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 you tell us?



The **Customer Relations** leaflet is available in all of our wards and departments. It explains how to get in touch with the **Customer Relations Team (PALS)**.

You can write to:  
**Customer Relations**  
**BSHMFT**  
**The Barberry**  
**25 Vincent Drive**  
**Birmingham**  
**B15 2SY**



You can call

**0800 953 0045.**

Call Monday to Friday

8 am to 4 pm.

We are not open on  
bank holidays.



You can send an email to  
**bsmhftcustomerrelations**  
**@nhs.net**

# How to make a complaint



You can speak with a member of staff on your inpatient ward, or community centre if you are unhappy. They can usually put things right quickly.



You can get in touch with Customer Relations (PALS), they will tell you what you need to do.

## If you make a complaint



The Customer Relations (PALS) Team will write to you within **3 working days** to tell you what will happen and how long it will take.



The Customer Relations (PALS) Team will then contact you to make sure they understand why I am not happy.



After your complaint has been looked into you will get a letter back to tell you what has been found.

## If you are not happy with the response to your complaint



You can get in touch with Customer Relations (PALS) and they may be able to arrange a further response or second opinion.



You can write to someone outside the Trust called the **Parliamentary and Health Service Ombudsman**.

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



Turn page for  
**useful contacts**



## Useful contacts

- **POhWER** – Complaints Advocacy Service

**Telephone:** 0300 456 2370

- **Parliamentary and Health Service Ombudsman (PHSO)**

**Address:**

PHSO

Millbank Tower

Millbank

London

SW1P 4QP

**Telephone:** 0345 015 4033

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

- **Care Quality Commission (CQC)**

**Address:**

CQC

National Customer Service Centre

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

**Telephone:** 03000 616 161

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**Website: [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)**  
**Main switchboard: 0121 301 0000**

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