



*Compliments, Comments, Concerns & Complaints*

*Here  
to help.*

## Contacting PALS in other languages or BSL

Scan the QR code below, using the camera on your phone, for PALS information in other languages or ask a member of staff for a leaflet in a different language. Please let a member of staff know if you require an interpreter to contact PALS, or raise a complaint, so this can be arranged.



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**Step 4**  
If you are dissatisfied with the response, please tell your case handler so they can discuss the next steps you can take.



**Step 3**  
Once a response is received, your case handler will call or email you to share the feedback. In some cases, a staff member from the ward or department may contact you to discuss your concerns. If this happens, you may not hear anything further from the PALS Team.



## The PALS Process

**Step 1**  
After raising concerns with PALS, you will be given a PALS case reference number and a member of the team will contact you to explain what will happen next. PALS will try to resolve your concerns as soon as possible; this could take up to 15 working days.

**Step 2**  
Your case handler will contact the ward or department to try to resolve your concerns or get answers to the questions you have asked.

## Contact us:



**Phone:** 0161 276 8686



**Email:** pals@mft.nhs.uk



**In Writing:** PALS & Complaints

Manchester University NHS Foundation Trust, Cobbett House, Oxford Road, Manchester, M13 9WL



**In Person:** Visit the PALS offices

9am-4pm Mon-Thurs, 9am-3pm Fri, MRI, NMGH, TGH, Wythenshawe Hospital

# MFT Hospitals and Community Services

The following hospitals and services are part of Manchester University NHS Foundation Trust (MFT):

- Manchester Royal Infirmary (MRI)
- Royal Manchester Children's Hospital (RMCH)
- Saint Mary's Hospital (SMH)
- Manchester Royal Eye Hospital (MREH)
- University Dental Hospital of Manchester (UDHM)
- Wythenshawe Hospital
- Trafford General Hospital (TGH)
- Withington Community Hospital
- Altrincham Hospital
- North Manchester General Hospital (NMGH)
- Manchester & Trafford Local Care Organisation (LCO)

# Your experience is important to us

We would like you tell us what you think of our services, whether it is positive or negative.

We take all feedback seriously and, if we have got something wrong, we want to know so that we can put things right as soon as possible.

Raising a concern with PALS, or making a complaint, will not negatively affect your care and will not be recorded in your medical records.

If you are raising concerns for someone else, we may need to contact them to make sure they agree to you acting on their behalf.



# What do PALS do?

- PALS is a confidential service and will help you get support and advice should you have concerns about your, or a patient's, care or experience at any of our hospitals or services.
- Listen to your concerns or complaints.
- Liaise with the relevant staff, to try to resolve your concerns as quickly as possible.
- If necessary, advise you on the NHS Complaints Procedure and how to contact the Complaints Team.

# Compliments

We welcome praise and compliments about our staff and services and always ensure they are shared with staff and management. Please send compliments or positive comments by email to: **patient.compliments@mft.nhs.uk** or by calling or speaking to PALS staff.

# Raising your concerns:

In the first instance, you may wish to raise your concerns directly with a senior member of staff on the ward or in the department, to get some immediate support.

If you have tried this, and/or would like to speak to someone who is not involved in your care, you can contact PALS.

If your concern is regarding a patient who is currently on one of our wards, we will escalate your concerns to the senior nurse or senior management. We will ask them to speak with you to discuss your concerns and take any action necessary to resolve them.



# If we have been unable to resolve your concerns through PALS:

If your concern relates to an event which has already happened, and requires an in-depth investigation, you may wish to raise a formal complaint.

In line with NHS Complaint Regulations, you should do this within 12 months of the event which caused you to complain or within 12 months of learning of the problem.

You can submit a formal complaint by email to **complaints@mft.nhs.uk** or by calling **0161 276 4509** or in writing to:

**The Complaints Team, Manchester University NHS Foundation Trust, Cobbett House, Oxford Road, Manchester, M13 9WL**

The Complaints Team will process your complaint and you will receive a written response, within an agreed timeframe (usually 25-60 working days).

# If you need independent support to raise concerns:

You can contact your local Independent Complaints Health Advocacy service, which is a free and confidential service. They can help you to make a complaint about NHS services.

VoiceAbility can support you if you live in Manchester, or other areas covered by their service.

You can contact VoiceAbility by email: **helpline@voiceability.org** or by calling **0300 303 1660**.

More information about VoiceAbility, as well as details of how to find your local service, can be found on their website: **www.voiceability.org**

If you are looking for general health advice or information, Healthwatch England can help you. You can find the contact details for your local Healthwatch service on their website: **www.healthwatch.co.uk**