

What happens after I have made a complaint?

- A member of the Complaints team will get back to you within three working days of receiving your complaint
- The service Director will then appoint a Complaints Handler to manage your complaint and ask them to contact you
- The Complaints Handler will contact you to talk about your concerns and see if they can help make things better
- You will have the chance to tell us how you feel about the response you receive and the changes that are being made
- The Complaint Handler will agree a timescale with you to respond



Compliments, comments, concerns and complaints for young people



PALS Team

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the PALS on [0800 085 7935](tel:08000857935) or you can email epunft.pals@nhs.net

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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Our promise to you

Whatever you think about our services or staff, we want to hear from you.

When you get in contact with us, we promise to:

- Take your seriously;
- listen carefully;
- provide you with an explanation;
- respect confidentiality;
- do all we can to make amends to you and your family.



How to tell us if things have gone well

If you have been happy with the service and care you have received from EPUT, we would love you to tell us.

If you are with the person who has provided your care, feel free to pass on a compliment, or you can contact us using the following contact details:

Email: epunft.complaints@nhs.net

Telephone: 01268 407817

Address: Complaints Department, The Lodge, Lodge Approach, Runwell, Essex SS11 7XX

If you have a concern

You can contact the PALS team by email epunft.pals@nhs.net or by telephone 0800 085 7935 and we will try to resolve your issue within 24 hours. If we can't do so or if you are not happy with the response, we will arrange for it to be investigated.

How to tell us you want to make a complaint

We want all young people to have a good experience with us. Sometimes this doesn't always happen, and we can only improve the way we do things if you tell us about the issues you have. Please contact us and tell us what has happened.



Ways you can complain

Online Form: eput.nhs.uk/contact-us/complaints/

Email: epunft.complaints@nhs.net

Telephone: 01268 407817

Address: Complaints Department, The Lodge, Lodge Approach, Runwell, Essex SS11 7XX



What will happen next?

Once you have told us about something that concerns you, we will respond to you within three working days to let you know that we have received your complaint. Then a staff member will contact you so you can speak to them directly.



Do my parents have to know?

Confidentiality is considered very important to us. You have the right to expect that all information given to us in confidence will be used only for the purpose of which it was given. Information about you will not be given to others without your permission.

However, in exceptional circumstances – for example, if we feel there is a risk of harm from, or to, others or if there may be child protection or safeguarding issues – confidentiality may be broken. If it does become appropriate to share information gained in the course of our work with other professionals that information will be kept in strict professional confidence.

