

A form for your feedback, concern or complaint

It's good to say how you feel about your health care.

Feedback – when you say what you think (like if your care was good or bad), and you do not need a reply.

Concern – if you are worried or unhappy about something and would like help to get it sorted.

Complaint – if your concern hasn't been sorted out and you are still unhappy, you can complain.

Please tick to say which one you are writing about:

Feedback ☐

Concern ☐

Complaint ☐

Please tick one box

I am writing about:

☐ What happened to me

☐ What happened to someone I support or care for

If you want someone to contact you, or a friend or carer, please fill in this part of the form.

My name: _____

My friend/family member/carers: _____

Please contact me by:

Phone ☐ Email ☐ Text ☐ Letter ☐ In person ☐

The contact details are: _____

The place or service I am writing about is called:

What I am writing about happened on (date): _____

This is what happened:

This is what I would like to happen next:

The reasonable adjustments that will help me are:

You can give this form to a member of staff at the place you are talking about.

Or you can send it to:

Email: kentchft.PALS@nhs.net

Post: Patient Advice and Liaison Service (PALS)

KCHFT

Trinity House

110-120 Upper Pemberton

Kennington

Ashford TN25 4AZ