Raising a concern or complaint

About NHS or social care: talking to PALS, making a complaint, free help, and what to do next, with local help in Tyne and Wear

For patients in Tyne and Wear, and the family, friends and carers who help them. This edition adds local PALS, Healthwatch and council contacts.

Need help today? If someone is in hospital and a problem needs sorting now, contact the hospital's PALS. It can often sort things out quickly, without a formal complaint. If someone is unwell, call NHS 111, or 999 in an emergency.

Step 1: talk to PALS

- Most hospitals have a Patient Advice and Liaison Service (PALS). It is free and confidential.
- PALS gives advice and information, and can try to sort out a problem informally, without a formal complaint. It is especially useful for urgent problems while someone is in hospital.
- PALS can also explain the NHS complaints process, and how to get independent help with it.
- To find a PALS, ask the hospital or GP surgery, call NHS 111, or search for PALS on the NHS website.

Step 2: make a complaint

- You can complain to the service itself, such as the hospital, GP surgery or dentist. Or you can complain to the organisation that pays for it, usually your local integrated care board (ICB). You cannot complain to both.
- Complain within 12 months of what happened, or of when you found out about it. This can sometimes be extended if you have a good reason for the delay.
- Complaining for someone else? If you write, include their written consent. If they cannot give it, for example because they lack mental capacity, you may still be able to complain for them.
- If more than one organisation is involved, they should work together and give you one joined-up reply.

What happens next

- Within 3 working days you should get an acknowledgement, and an offer to talk about how your complaint will be handled.
- There is no fixed deadline for the answer, but you should be kept informed if it is delayed.
- The final reply should be in writing. It should explain what they found and, where it is right to, apologise and say what is being done about it.

Free help to make a complaint

- An NHS complaints advocate can help you write your complaint and come to meetings with you, at any stage. The help is free.

- An advocate cannot make the complaint for you, or give medical or legal advice.
- To find one, search online for NHS complaints advocacy and the name of your area, or ask your local Healthwatch.

My complaint notes

The patient's name, date of birth and NHS number:

Where it happened, and the dates:

What happened, in the order it happened:

Who was involved (names or job titles):

How it affected the patient, or me:

What I would like to happen now:

Who I have contacted, and when:

If you are still not happy

- NHS care: you can take your complaint to the Public Service Ombudsman (it used to be called the Parliamentary and Health Service Ombudsman). It makes final decisions on complaints about the NHS in England that have not been resolved. Call 0345 015 4033, Monday to Thursday 9am to 4pm, Friday 8.30am to 12pm.
- Adult social care, from the council or care you pay for yourself: complain to the council or care provider first. If you are still unhappy, or have had no answer within a reasonable time (usually up to 16 weeks), you can go to the Local Government and Social Care Ombudsman. It is free. Call 0300 061 0614.
- The Local Government and Social Care Ombudsman normally cannot look at a problem you first knew about more than 12 months ago.

Other ways to be heard

- The Care Quality Commission (CQC) checks health and care services. It cannot take up a complaint for you, but you can tell it about care you have had. What people tell it helps it decide when, where and what to inspect.
- Your local Healthwatch wants to hear about health and care, good or bad, to help services improve.

Local help in Tyne and Wear

Tyne and Wear has five councils: Newcastle, Gateshead, North Tyneside, South Tyneside and Sunderland. Each line says which area it is for. Some NHS and charity services cover more than one area.

Hospital patient advice (PALS). Royal Victoria Infirmary, Freeman Hospital, North Tyneside General Hospital and the Northumbria Specialist Emergency Care Hospital: 0800 032 0202, Monday to Friday, 9am to 4.30pm. Queen Elizabeth Hospital, Gateshead: 0800 953 0667, Monday to Friday, 9am to 5pm. Sunderland Royal Hospital and South Tyneside District Hospital: 0800 587 6513, Monday to Friday, 9am to 4.30pm.

Healthwatch. Healthwatch is independent. Tell them about your health or social care, good or bad. Newcastle: 0808 178 9282. Gateshead: 0800 038 5116. North Tyneside: 0191 263 5321. South Tyneside: 0191 489 7952. Sunderland: 0191 514 7145.

Newcastle City Council adult social care. For people in Newcastle. Call the council on 0191 278 7878 and ask for Adult Social CarePoint, Monday to Friday, 8am to 5pm. You can also ask online. For an emergency at night or at the weekend, call the same number and ask for the Emergency Duty Team. newcastle.gov.uk

Gateshead Council adult social care. For people in Gateshead. Call Adult Social Care Direct on 0191 433 7033. The phone line is open 24 hours a day, every day. gateshead.gov.uk

North Tyneside Council adult social care. For people in North Tyneside. Call the Adult Social Care contact centre on 0191 643 2777. Out of hours, for emergencies: 0330 333 7475. mycare.northtyneside.gov.uk

South Tyneside Council adult social care. For people in South Tyneside. Call the Let's Talk team on 0191 424 6000, Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm. Out of hours, for emergencies: 0191 456 2093. southtyneside.gov.uk

Sunderland City Council adult social care. For people in Sunderland. Ask for an assessment online on the council website. You can fill in the form for yourself or for someone else. If you are worried about an adult's safety, call 0191 520 5552. sunderland.gov.uk

Local contacts checked 16 November 2026. Services can change, so check before you rely on one.

More free guides

Looking after someone? Our free guide to your rights as a carer: mobilephysiotherapist.co.uk/carers-rights/tyne-and-wear.
Coming home from hospital? Our free hospital checklist: mobilephysiotherapist.co.uk/after-hospital-checklist/tyne-and-wear.

General information, not legal advice. Prepared by Mobile Physiotherapist UK from NHS England, NHS, ombudsman and CQC guidance. Sources checked 17 November 2026. Free to print, copy and share. Local contacts checked 16 November 2026.