

Patient and Public Involvement Department

Delta House

Delta Point

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Ms M Brown
46 Mehdy Road
Oldbury
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26 April 2010

Dear Marie

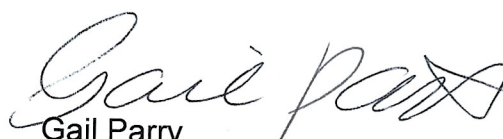
Re: Your Complaint

You may recall meeting me when you came to Delta House on 26th March 2010 and advised me about your concern with regard to the delay in your door frame being repaired. I went to finance and attempted to assist in this matter by getting this fast tracked. I told you I would deal with this matter as a PALS (Patient Advice Liaison Service) concern and asked Judy Schmid, your social worker, to continue to liaise with you about getting this matter resolved.

However, I understand that you spoke to Judy Schmid in April and told her you wished to make a complaint with regard to your door being broken down.

Should you still wish to make a complaint and are not satisfied with the way this was dealt with as a PALS, then you can telephone me on our free phone number 0800 587 7720 or you can use the leaflet attached to write down your complaint and return it to me in the detachable freepost envelope.

Yours sincerely


Gail Parry
Patient and Public Involvement Manager

cc: Sue Morrow