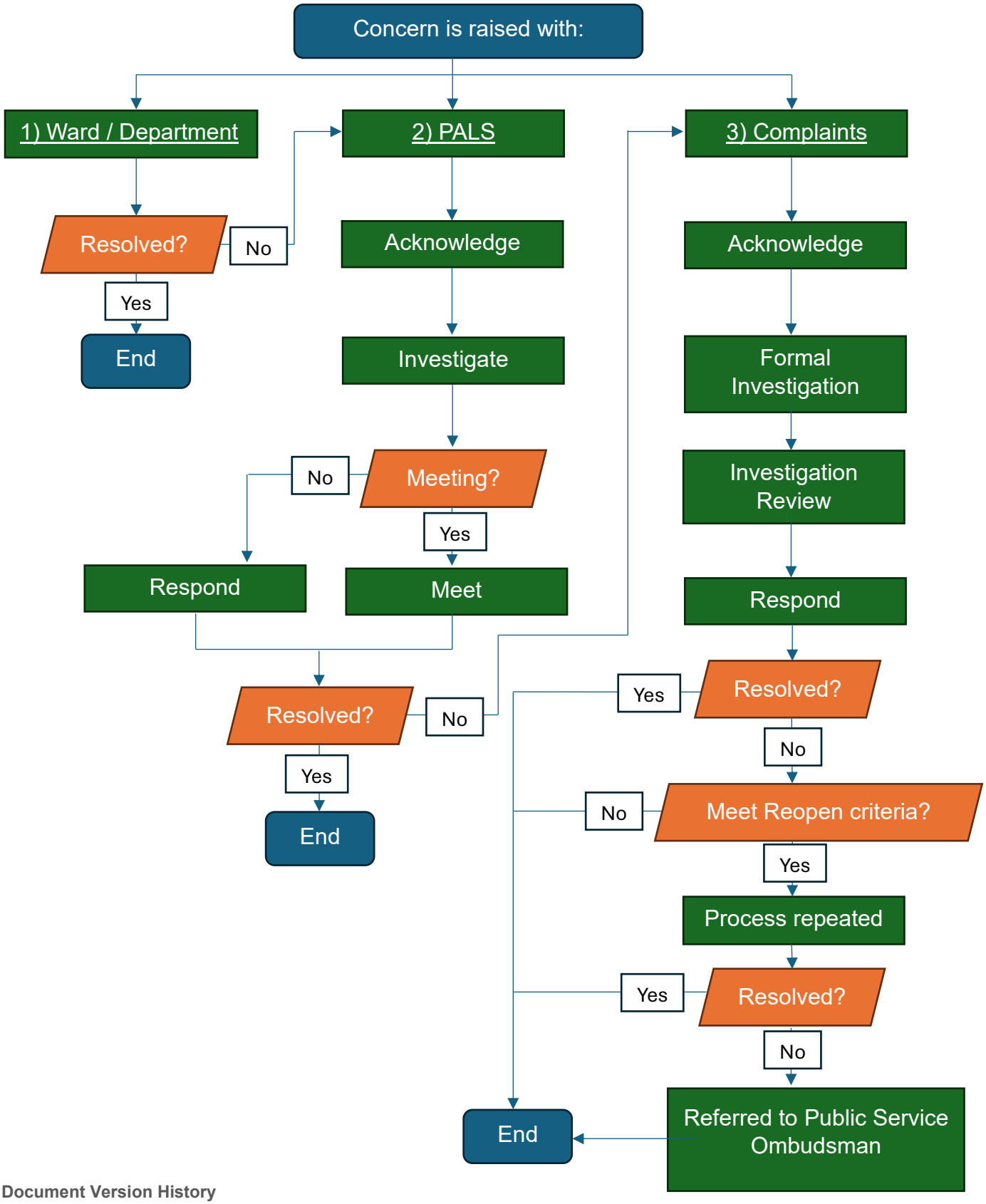
# PALS and Complaints Visual Process Flow
# (for patients / complainants)

Countess of Chester Hospital NHS Foundation Trust




**Document Version History**

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| **Document name** | PALS and Complaints Process Flow (for patients / complainants) |
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| **Changes made** | PHSO rebranded to PSO (Ombudsman) |