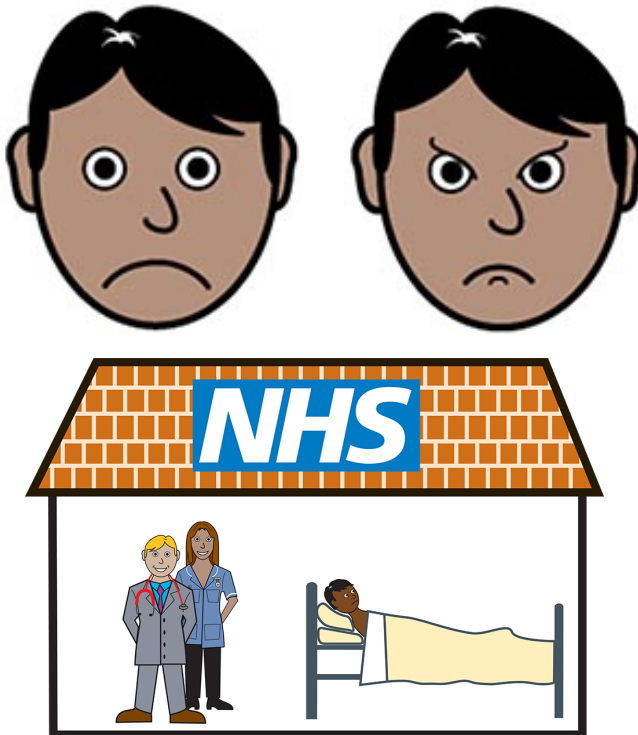
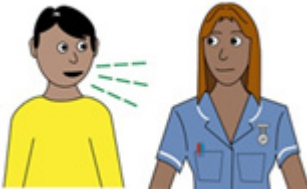


What to do if you are not happy with what has happened during your visit to hospital.

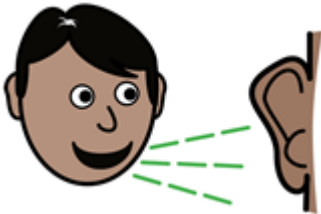


We want to hear from you.

Please let us know if you need this leaflet in a different language or format.



If you are not happy you can tell a member of staff straight away.



Staff will listen to you and will try to make things better. You should not be worried about telling people that you are unhappy.



You can also talk to the Patient Advice and Liaison Service (PALS). They can help with any problems you have with the hospital or staff.



The Patient Advice and Liaison Service (PALS) will listen to you. They can give you advice and help to make things right.



You can phone the Patient Advice and Liaison Service (PALS) team on 01904 726262



If you are not happy and want to make a formal complaint you can write to



Complaints Team
York Hospital
Wigginton Road
York
YO31 8HE



We will then write to you to let you know that we are going to look into it. We may call you for more information.



We will look at what has happened. If something went wrong we will tell you what we are going to do about it.



We might have a meeting with you to discuss this with you.



If it is difficult for you to tell us about your problem, you can ask for help from an advocate.



They might be able to help you to write a letter or come to meetings with you.



You can phone York Advocacy



01904 414357

www.yorkadvocacy.org.uk



You can phone Cloverleaf Advocacy



03000 124212

www.cloverleaf-advocacy.co.uk