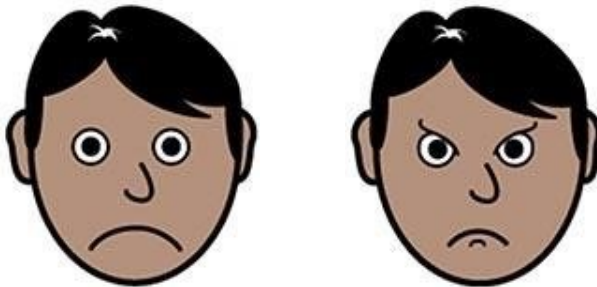
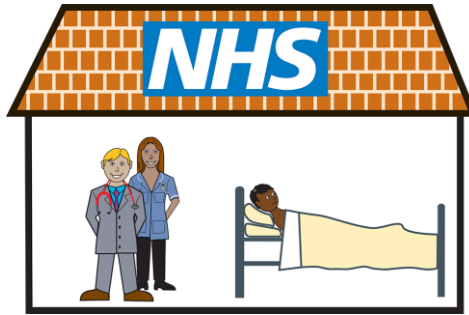




Your Experience Matters

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.

PALS

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.

PALS



PALS will listen to you. They can give you advice and help to make things right.



You can phone the PALS team on 01904 726262, for the most up-to-date information on our phone line opening hours, please visit our hospital website at:

<https://www.yorkhospitals.nhs.uk/contact-us/patient-experience>

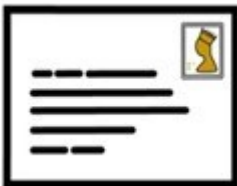


You can email the PALS team at yhs-tr.PatientExperienceTeam@nhs.net



You can write to:
PALS

York Hospital,
Wigginton Road, York
YO31 8HE





PALS can also help you if you want to make a complaint. You should make a complaint within 12 months of the problem occurring.

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 invite you to a meeting to discuss this with you.

If you are not happy with how your complaint has been dealt with you can go to the Parliamentary and Health Service Ombudsman.

Can I get help to make my complaint?

Yes, free support is available from your local independent advocacy service. They can offer practical support.



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



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

York Advocacy



01904 414357



www.yorkadvocacy.org.uk

North Yorkshire Advocacy



01924 454875



www.cloverleaf-advocacy.co.uk

East Riding of Yorkshire Advocacy



01924 454875



www.cloverleaf-advocacy.co.uk

Thanks to  easy on the  for the use of their image bank © LYPFT
www.easyonthei.nhs.uk

Issued: September 2025, Review date: January 2028,
Version 5, Leaflet number: 1039
© 2025 York and Scarborough Teaching Hospitals NHS
Foundation Trust. All Rights reserved.