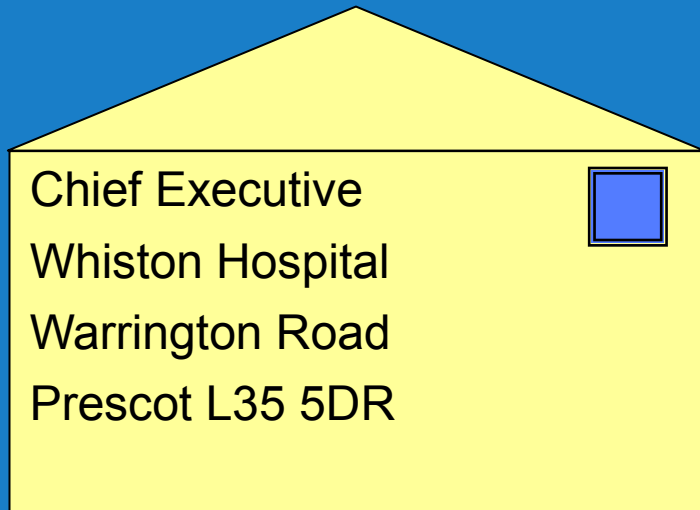


You can write to us at this address:



You can find out more about Whiston and St Helens hospitals on their website:

www.sthk.nhs.uk



Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 646864



/sthnhs



@sthk.nhs

www.sthk.nhs.uk



St Helens and Knowsley
Teaching Hospitals
NHS Trust

How to make a complaint

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.



If you are unhappy about something please tell us

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Department: Quality and Risk

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What is a Complaint?



A complaint is something you tell us about when you feel things are not going right at the hospital

You might want to make a complaint when:



- Things do not happen when you want them to
- No one listens to you
- You do not get the help with the things you need to do
- Things go wrong



If you want you can speak to someone you know about your complaint and ask them to come with

What will happen when I complain?



- We will listen to what you tell us
- We will find out what happened
- We will apologise where appropriate
- We will try to put things right as soon as possible
- We will be open and honest and support you

Who can I complain to?



Speak to the staff on the ward or the clinic you are attending or

**Speak to our PALS
(Patient Advice & Liaison
Service) Team**



on this number: 0151 430 1376
or email the team at:
pals@sthk.nhs.uk