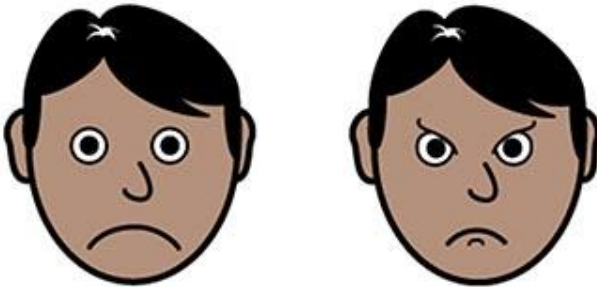




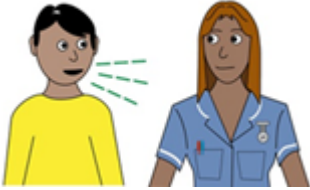
# easy read

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

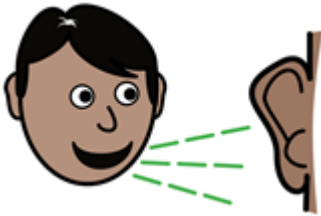


We want to hear from you.

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.

PALS



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

PALS

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 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.

## Can I get help to make my complaint?

Yes, free support is available from your local independent advocacy service. They can offer practical support such as help with writing letters and attending a meeting.

York



01904 414 357



[www.yorkadvocacy.org.uk](http://www.yorkadvocacy.org.uk)

North Yorkshire



0300 012 4212



[www.cloverleafadvocacy.co.uk](http://www.cloverleafadvocacy.co.uk)

East Yorkshire



0808 802 3000



[www.carersfederation.co.uk](http://www.carersfederation.co.uk)

## Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供, 電  
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formie, należy zadzwonić lub wysłać wiadomość e-mail  
Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: [access@york.nhs.uk](mailto:access@york.nhs.uk)

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