

Concerns and complaints: Royal Free Hospital

Easy to read information



What should I do if I am not happy with the care I had in hospital?

- Talk to the staff looking after you in hospital.
- Talk to a manager in the ward or department.

Staff looking after you can help solve any problems quickly.



If you don't want to talk to hospital staff about your care then you can contact the staff at the **patient advice and liaison service (PALS)** confidentially.

- Phone: 020 7472 6446 or 020 7472 6447
- Email: rf.pals@nhs.net
- Write to us:
PALS
Royal Free Hospital
Pond Street
London
NW3 2QG



If they cannot solve your problem they can tell you how to make a complaint.



When should I complain?

It can be easier to make a complaint as soon as you find out there is something to complain about.

You have up to 12 months to make your complaint.



We will make sure your complaint is looked into by the **complaints team**.



You can write to us at:

Royal Free Hospital
Complaints Department
Executive Offices, 2nd Floor
Pond Street
London
NW3 2QG



You can phone us on:

0207 794 0500 extension 33227 or 38263



You can email us:
rf.complaints@nhs.net



If you need support to complain, contact:

POhWER independent complaints advocacy service

- Phone: 0300 04562370
- Email: pohwer@pohwer.net
- Write to them:
PO Box 14043
Birmingham
B6 9BL



What happens next?

The **complaints team** will write to you to tell you they have received your complaint.

They may need to talk to you in person or on the phone to find out more about your complaint.

They will give you an answer to your complaint.

They will write to you to tell you what they found out.





What to do if you
are not happy with
a government
service

Easy
Read

If you are not happy with our answer you can ask the **Parliamentary & Health Service Ombudsman** to review your case:

- Phone: 0345 015 4033
- Write to them:
Parliamentary & Health Service
Ombudsman
Millbank Tower
London
SW1P 4QP
- For easy to read information, email:
publications@ombudsman.org.uk

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: rf.communications@nhs.net

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Service: Corporate complaints

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www.royalfree.nhs.uk