

You can write to us at this address:

Complaints Department
Nightingale House
Whiston Hospital
Warrington Road
Prescot
L35 5DR

How to make a complaint



Email: complaintsteamDL@sthk.nhs.uk

Telephone: 0151 430 1427 or 1167



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 26633

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتسبيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

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 you.

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)



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