

## Listening and Learning

### Do you have a compliment, suggestion or complaint?

Royal Wolverhampton Hospitals NHS Trust is committed to providing high standards of care and service. However, we know that, as in any other organisation, things can go wrong.

We would like to hear what YOU think about our services – whether good or bad. So, please let us know if you are unhappy about any aspect of the service provided. You can tell us your views about anything. Examples might be comments about your treatment, about a member of staff, or about our buildings and facilities.

### How to tell your views

We find that concerns are much easier to sort out on the spot – so please tell the staff involved in your care as soon as possible if there are any problems. You can ask to speak to the member of staff in charge of the ward or department so that you can tell them your views. Where possible, they will try to resolve your concerns immediately, or by the next working day.

If you feel unable to talk to staff in the ward or department, you may like to talk things over with someone from our Patient Advice and Liaison Service (PALS).

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PALS is available to all patients, their carers and their families to aid with on the spot resolution to any concerns you may have.

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For PALS Telephone 01902 695115  
Or E-mail [rwh-tr.pals@nhs.net](mailto:rwh-tr.pals@nhs.net)

If an issue or concern cannot be resolved, you may wish to make a [formal complaint](#).

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The NHS has a legal procedure that all Trusts follow in investigating formal complaints. Don't worry about this as we will guide you through every step. You can be assured that the quality of your care won't be affected because you have made a complaint. We are happy to discuss any concerns you have about this.

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On the reverse page we list a number of ways you can contact us to make a complaint.

## Taking independent advice

If you feel you need some help and advice in making a complaint, you can contact the Independent Complaint Advocacy Service (ICAS). ICAS offer a free, impartial and independent service for people who wish to make a formal complaint about the NHS. They can be contacted on 0845 120 3748.

## Contacting the Complaints Team

### By letter:

Write to the Patient Information Centre, New Cross Hospital,  
Wednesfield Road, Wolverhampton, WV10 0QP.

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### By telephone:

01902 695332

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### By e-mail

Send to [rwh-tr.complaints@nhs.net](mailto:rwh-tr.complaints@nhs.net)

(Please remember standard e-mail is not secure, so potentially someone could read the details you are sending).

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### By Fax:

01902 695751

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We have also provided with this letter a list of frequently asked questions to help you when you are thinking about making a formal complaint.

Of course, if you have any questions at all, please do not hesitate to contact our PALS or Complaints teams.