

# How to make a complaint

## Easy read



Are you unhappy about the way  
that you have been looked after in  
hospital?



We would like you to talk to us  
about it.



This leaflet will tell you  
how to do this.

The doctors and nurses try to look  
after you well



If something has happened to you  
that you did not like or you were  
not happy with



Please tell the doctor or nurse as  
soon as you can



We want to make things better  
for you



You can call people at NHS  
Complaints Advocacy Service for  
help on 0300 330 5454



## You can tell the people in the Hospital Complaints Department

The telephone number is 01895  
279497 or 01895 279716



In a letter addressed to:

The Complaints Management Unit  
The Hillingdon Hospital NHS  
Foundation Trust  
Field Heath Road  
Uxbridge, Middx  
UB8 3NL



By email to [thh-tr.complaints@nhs.net](mailto:thh-tr.complaints@nhs.net)



We will try to sort out your problem as soon as we can.

We can:

Talk to you straight away



Arrange a meeting with the doctors and nurses



Or write you a letter



We want to make sure that you get good care and that you are happy with what we do for you