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
Pield Heath Road
Uxbridge, Middx
UB8 3NL

By email to 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

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