

If you would like to make a complaint:



Patient Advice and Liaison Service
01271 314090



What happens next?



Someone will look into what you have written or said.



You will be told that we have got your form.



The Chief Executive will write to you.



If it takes a long time you will get a letter telling you why.

If you would like help with your comments, contact:



The Independent Complaints Advocacy Service (ICAS)
0845 120 3782



www.seap.org.uk/icas

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk

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- Printed: February 2012

Making a complaint



How to say what was



good



bad



or anything else

This leaflet will tell you how you can say what you think about the services and care provided by Northern Devon Healthcare NHS Trust.

You can say:



what was good

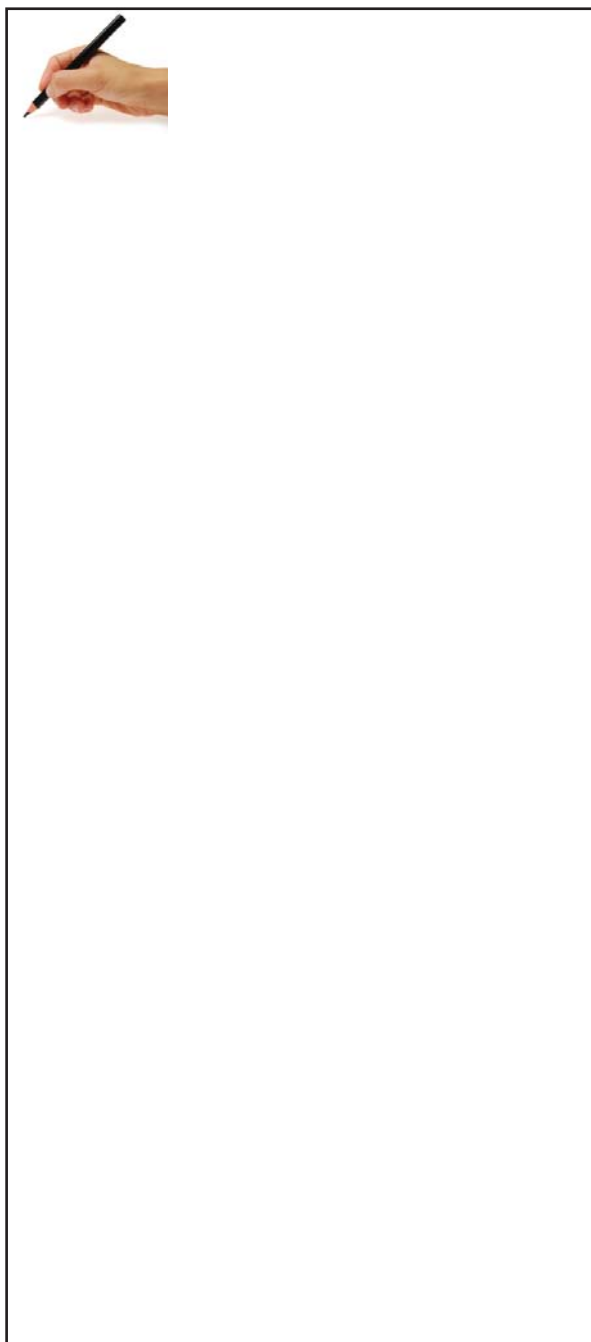


what was bad



how we could make things better

Write your views in the box below.



Please give your name and address if you want us to contact you about your comments.



Name:

.....



Address:

.....
.....



Phone number:

.....

Please send this leaflet back to:



PALS
The Information Centre
Level 2
North Devon District Hospital
Raleigh Park
Barnstaple
EX31 4JB

