



NHS

Great Ormond Street
Hospital for Children
NHS Foundation Trust

How to tell us a concern or make a complaint (Easy Read)



We want you to tell us if you are not happy. We will not treat you badly if you speak up about something you do not like.



There are lots of people at GOSH who can help:



- Talk to the nurse in charge of the ward or department.



- Talk to someone you trust.



- Talk to the Pals team. You can call them on 020 7829 7862.



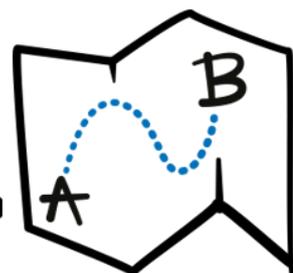
We will all try to work together to make things better for you.



If you are still unhappy, talk to our Complaints team. You can call them on 020 7813 8402.

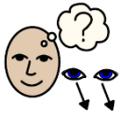


They will listen to what you say. They can help you make a complaint if you want. They can help you write down what happened.





When they have your complaint in writing, they will find out who was involved.



They will find out what happened by talking to everyone involved. They will try to work out how to stop it happening again.



The Chief Executive is in charge of the hospital. He will write to you to say what we found out and what we are doing to make things better.



We can also fix a meeting so we can talk to you about what we found out and what we are doing to make things better.



Please ask us if you have any questions.

