

## I am unhappy, I want to complain

### How to make a complaint



If you are unhappy about something in the hospital we want you to tell us.



You can speak to a member of hospital staff



**PALS**

You can speak to someone in PALS

Telephone: 01493 453240

Email: [PALS@jpaget.nhs.uk](mailto:PALS@jpaget.nhs.uk)

PALS

James Paget University Hospitals NHS

Foundation Trust

Gorleston

NR31 6LA



You can write to us or fill in the form below and return it to:

Liz Barber

James Paget University Hospitals NHS

Foundation Trust

Gorleston

NR31 6LA

Dear Sir/Madam

I am writing to you as I am unhappy about something that has happened to me or my family at the James Paget Hospital.

Patients Name .....

Date of Birth .....

Hospital Number (if known).....

Address .....

.....

Post code .....

My concerns are (please continue on a separate sheet if needed).....

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I would Like to know.....

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Please investigate my complaint

Yours Sincerely,

Signed.....

Print Name.....