

**Patient  
Information**

# How to complain



## How to tell us you are unhappy about your hospital care

### What is a complaint?



A complaint is speaking up about something you are not happy with or you do not like



A complaint to the hospital could be about your care or treatment

Reference No.  
**GHP11067\_05\_21**

Department

**Patient  
Experience**

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**May 2024**

**Patient  
Information**



Or it could be about how someone has spoken to you or something they did

**Different ways to complain**



If you are unhappy you can talk to the nurse looking after you



You can ask to speak to the Learning Disabilities Nurse who will come to see you



You could ask to speak to the ward sister or person in charge




You might choose to speak to your carer if you want them to speak up for you

## Patient Information



You can speak to one of our PALS staff who will look into your complaint

 **0800 019 3282**



You might want to send your complaint in an email to the Complaints Team:

 **[ghn-tr.complaints.team@nhs.net](mailto:ghn-tr.complaints.team@nhs.net)**




Or write to the person who is in charge of our hospitals known as the Chief Executive:

**Chief Executive  
Trust Headquarters  
Alexandra House  
Cheltenham General Hospital  
Sandford Road  
Cheltenham  
Gloucestershire GL20 7AN**



If you need extra help and support with your complaint you can contact 'The Advocacy People'

 **0300 440 9000**

 **[www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)**

 **PO Box 375, Hastings**

**East Sussex TN34 9HU**



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