



are you unhappy?

if you are unhappy about something on the ward



- your staff



- other people on the ward



- the food



- your medication



- being in hospital
- anything else you are unhappy about



you can tell someone

- you can tell your nurse or doctor
- you can tell someone else



they will listen to you

they will write down what you say

- they will do something about it
- they will tell you what they have done



you can also speak to our Advice and Complaints Service

- call **020 33 17 71 02**



you can also write to the complaints manager

Advice and Complaints Service, Camden and Islington NHS Foundation Trust, East Wing, St Pancras Hospital, 4 St Pancras Way, London, NW1 0PE

