

# What happens next?



→ Someone will read what you have said has happened.



→ You will get a letter or telephone call telling you we have received your letter.



→ Your complaint will be looked into and we will find out what has gone wrong and what we can do to make things better for you.



→ If you are still unhappy, please tell us and we will help you.

This leaflet was produced in partnership with UHCW's Patient Experience Team, Health Information Team, the Trust's Equality and Diversity Team, Grapevine Coventry and Coventry and Warwickshire Partnership NHS Trust.



Smoking is not allowed inside or outside of the hospital. If you smoke and would like help quitting please call: 024 76964760.

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## Tell us what you think

How to say what was good



How to say what was bad



## How to say what was good



→ If you are happy with what has happened to you, please tell us.



→ You can send your positive comments to [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk) or call **0800 028 4203**.

## How to say what was bad



→ If you are not happy with something we have done you can talk to the Patient Advice and Liaison Service which is also known as PALS.



→ PALS is open Monday to Friday between 9.00am and 5:00pm, Saturdays and Sundays between 10:00 and 6:00 pm.

The PALS office can be located in the main entrance of the hospital.



→ You can phone us on **0800 028 4203** (24 hour voicemail available). The team will return your call as soon as they can.



### You can write to PALS:

→ Patient Advice and Liaison Service  
University Hospitals  
Coventry and Warwickshire NHS  
Trust Clifford Bridge Road  
Coventry, CV2 2DX



→ Email: [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk)

## How to make a complaint to the Trust's complaints team



To make a formal complaint about your care please write to:

→ **Complaints,**  
University Hospitals Coventry and  
Warwickshire NHS Trust,  
Clifford Bridge Road,  
Coventry, CV2 2DX  
or email us at [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk).

## If you feel that PALS cannot help and you need to make a complaint:



→ Independent Health Complaints  
Advocacy Service

**For people who live in Coventry ICAS  
is provided by Central England Law  
Centre**

Telephone: 07506 690505

Monday to Thursday

Email:

[IHCAenquiries@centralenglandlc.org.uk](mailto:IHCAenquiries@centralenglandlc.org.uk)

Website: [www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)



→ For people who live in  
Warwickshire ICAS for is provided by  
VoiceAbility

Telephone: 0300 3031660

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

Website: <https://www.voiceability.org/about-advocacy/types-of-advocacy/nhs-complaints-advocacy>