

If you would like to talk to someone about your comments call the:



Patient Advice and Liaison Service
01872 252793

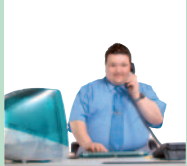


or text 07800 006479

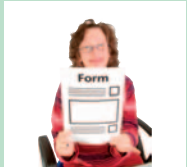
Text relay
01872 252793



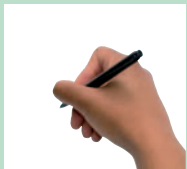
What happens next?



Someone will look into what you have written or said.



You will be told that we have got your form.



The Chief Executive will write to you.



If it takes a long time you will get a letter telling you why.



If you would like help with your comments, contact:



The Independent Complaints Advocacy Service (ICAS)
Liskeard Citizens Advice Bureau
21 Dean Street
Liskeard
PL14 4AB



01579 346500

Making a complaint



How to say what was



good



bad



or anything else

This leaflet will tell you how you can say what you think about the services and care at:



Royal Cornwall Hospital, Truro



St Michael's Hospital, Hayle



West Cornwall Hospital, Penzance

You can say:



what was good




what was bad



how we could make things better

Write your views in the box below.



A large, empty rectangular box with a black border, intended for writing feedback. In the top-left corner, there is a small image of a hand holding a black pen, pointing towards the box.

Your name and address will only be shared with those who need to know



Name:

.....



Address:

.....

.....



Phone number:

.....



Please send this leaflet back to:



The PALS Service
Royal Cornwall Hospital
Truro
TR1 3LJ