

- If you are dissatisfied with the service you have received, you have the right to complain:
- Are staff here to help. We encourage you to first speak with those in charge of your care – they may be able to resolve your concerns quickly, there and then.
- Contact the PALS team (details overleaf)
- Alternatively, you can write to the Complaints Manager

Complaints & Improvements

St George's University Hospitals
NHS Foundation Trust

St George's Hospital
Blackshaw Road
London, SW17 0QT

Email Complaints@stgeorges.nhs.uk

Tel: 020 8725 3492 or 020 8725 1609

If you need independent advice or support about your complaint you can contact **POHWER** – London Independent Health Complaints Advice Service (**IHCAS**)

IHCAS can help you make a formal complaint about your NHS practitioner. **IHCAS** provides support, help, advice and advocacy from experienced advisors and caseworkers.

Tel: **0203 553 5960**

Minicom: **0300 456 2364**

Text: The word **pohwer**, your name and number to **81025**

Email: LondonIHCAS@pohwer.net



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OR

Complaints and
Improvements
Department

Complaints@stgeorges.nhs.uk
020 8725 3492
020 8725 1609

PALS

The Patient Advice and Liaison Service
Ground floor in Grosvenor Wing

PALS@stgeorges.nhs.uk
020 8725 2453

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Help Us To Help You

We want to provide you with
the best possible service

To help us do this please let us have
your comments & suggestions or tell
us of any problems you encounter



