

## Our service

If you have any comments about the service we have provided then please:

Speak directly to the ward/departmental staff and try to resolve the issue locally first.

Or if needed, contact the Patient Advice and Liaison Service:

Fairfield	0161 778 2455
North Manchester	0161 720 2707
Royal Oldham	0161 627 8678
Rochdale Hospitals	01706 517354

**If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770**

اگر انگلش آپکی مادری زبان نہیں ہے۔ اور آپ بات چیت کرنے میں دقت محسوس کرتے ہیں۔ تو مدد کیلئے آپ اسٹھنک ہیلتھ ٹیم سے نیچے دیئے ہوئے نمبر پر رابطہ کریں۔

若英語並非閣下的第一語言和需要幫忙的話，請致電 0161 627 8770 聯絡少數民族健康組。

0161 627 8770

ইংরেজী যদি আপনার মাতৃভাষা না হয় অথবা ইংরেজী বলতে ও বুঝতে আপনার অসুবিধা হয় তাহলে এথনিক হেলথ টীমের সাথে নীচের টেলিফোন নাম্বারে যোগাযোগ করুন।

0161 627 8770

જો અંગ્રેજી આપની પહેલી ભાષા ન હોય અને આપને મદદની જરૂર હોય તો મહેરબાની કરીને એથનિક હેલ્થ ટીમનો ૦૨૭-૮૭૭૦ નંબર પર સંપર્ક કરો.

Jeżeli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy proszę skontaktować się z załogą Ethic Health pod numerem telefonu 0161 627 8770.

## How to make a complaint



A guide for you and your relatives

## How to make a complaint

Are you unhappy about the way you have been looked after in hospital?



Do you want to tell someone about it?



This leaflet will tell you how to do this.

The nurses and doctors try to look after you well.



If something has happened that you did not like or you were not happy with.



Please tell the nurse or doctor as soon as you can.



Your friends and family can help you to talk to the nurses and doctors.



Or you can call people at ICAS for help on 0300 456 8350.

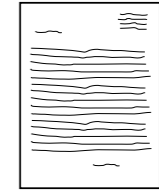


You can tell the people in the Hospital Complaints Department using:

The telephone **Phone number**



In a letter addressed to:  
The Complaints Dept  
North Manchester General  
Delaunays Road  
Manchester  
M8 5RB



By e mail to: [complaintsoffice@pat.nhs.uk](mailto:complaintsoffice@pat.nhs.uk)



We will try and sort out your problem as soon as we can.

We will try to make things better.

**We can:** Talk to you straight away.



Arrange a meeting with the nurses and doctors.



Or write you a letter.



We want to make sure that you get good care and that you are happy with what we do for you.

Pictures used are from the 'Change' picture bank and Oldham Community Health Services