

How to complain about hospitals



How to complain

Stage 1: Contact your hospital

Charing Cross Hospital



Contact the Patient Advice and Liaison Service (PALS)



PALS manager
Charing Cross Hospital
Fulham Palace Road
London W6 8RF



020 3313 0088



pals@imperial.nhs.uk

Hammersmith Hospital



Contact the Patient Advice and Liaison Service (PALS)

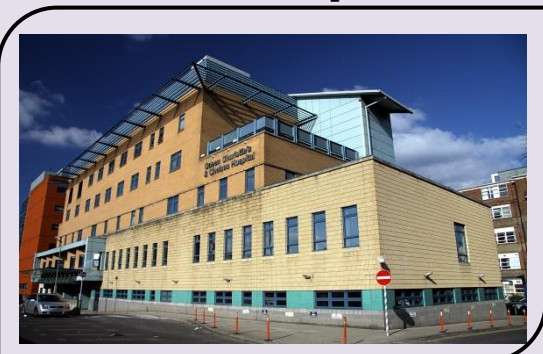


020 3313 0088



pals@imperial.nhs.uk

Queen Charlotte's & Chelsea Hospital



Contact the Patient Advice and Liaison Service (PALS)

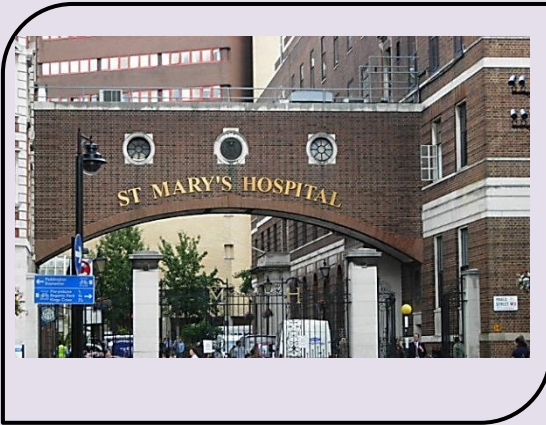


020 3313 0088



pals@imperial.nhs.uk

St Mary's Hospital



Contact the Patient Advice and Liaison Service (PALS)



PALS manager, Ground floor,
Clarence Wing, St Mary's
Hospital, Praed Street
London W2 1NY



020 3312 7777



pals@imperial.nhs.uk

Western Eye Hospital



Contact the Patient Advice and Liaison Service (PALS)



PALS manager, Ground floor,
Clarence Wing, St Mary's
Hospital, Praed Street
London W2 1NY



020 3312 7777



pals@imperial.nhs.uk

Chelsea and Westminster Hospital



Contact the Patient Advice and Liaison Service (PALS)



Chelsea and Westminster
Hospital
369 Fulham Road
London
SW10 9NH



020 3315 6727



pals@chelwest.nhs.uk

The Royal Marsden Hospital



Contact the Patient Advice and Liaison Service (PALS)



0800 783 7176

The Royal Brompton Hospital



Contact the Patient Advice and Liaison Service (PALS)



020 7349 7715



pals@rbht.nhs.uk



Stage 2:

If you are still not happy, you can raise the complaint with the **Parliamentary Health Service Ombudsman**.



Millbank Tower
London, SW1P 4QP



0345 015 4033



Phso.enquiries@ombudsman.org.uk