

Tell us what you think... fill in this form  
or ask someone to fill it in with you

 What was I happy about?

 What am I cross about?

.....  
.....  
.....  
.....  
.....

Who I saw .....

 Your name .....

 Your address .....

.....  
.....

 Your telephone .....

 Your email .....

**You do not have to give us all or any of your contact information if you do not want to.**



# How are we doing?



How can I let you know?  
Who can I tell?



## What is a compliment?

A compliment is letting us know when you are happy with the service or something we have done.



## What is a complaint?



A complaint is speaking up about something you feel unhappy about or do not like.

If you are angry or upset, talk to someone you trust. That person can make a complaint for you if you want.

If you want to tell us how you feel...

## ...you can talk to us

Any member of staff can talk with you about complaints or compliments.

You can also contact PALS, the Patient Advice and Liaison Service.



## You can write to us

Leeds Community Healthcare NHS Trust PALS  
First Floor, Stockdale House  
Headingley Office Park  
Victoria Road  
Leeds LS6 1PF

## You can phone or email PALS



0113 220 8585



[Ich.pals@nhs.net](mailto:Ich.pals@nhs.net)

If you need help telling us about how you feel you can use Leeds Independent Health Complaints Advocacy Service.

They can give advice, information and support you to make a complaint:  **0113 244 0606**