Write to: **PALS and Complaints Team**  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

Phone: **0800 212 445** OR  
**024 7653 6804**

Email:  
**pals.complaints@covwarkpt.nhs.uk**

Complaints Procedure

How we can help you

If you require this publication in a different format or language please contact the Equality and Diversity Department on 024 7653 6802.
We are proud of the wide range of services our Trust provides. We want to keep making them better.

Please help us to improve our services by letting us know what you think - your care will not be affected if you need to complain about it.

We will get back to you and arrange to:

- Talk to Staff

Write to: **PALS and Complaints Team**
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Wilson Lane
Coventry
CV6 6NY

Phone: **0800 212 445**
This is a Freephone number, you will not have to pay for this call from a landline
OR **024 7653 6804**

Email: **pals.complaints@covwarkpt.nhs.uk**

If you are still not happy after we’ve tried to help you, let us know. We can tell you what to do next.