**CONCERNS & COMPLAINTS**

Should you have a concern or complaint about your experience in our Emergency Department please, in the first instance, ask to speak with **a Senior member of staff who will be happy to listen to and respond directly to your concern.**

Should you wish to contact our **Patient Advice & Complaints Service (PALS**), their office is open 9am to 5pm Monday to Friday.

**PALS CONTACT DETAILS**

**EMAIL:** [patientadvice@cht.nhs.uk](mailto:patientadvice@cht.nhs.uk)

**TELEPHONE**: 0800 013 0018

**LETTER:**

Patient Advice & Complaints Service

Calderdale & Huddersfield NHS Foundation Trust

Acre Street

Lindley

Huddersfield

HD3 3EA

**NB –** Your name, address, telephone number and Date of Birth must be included in the letter.

**ONLINE**: Complete an online feedback form, available at the following web address

**www.cht.nhs.uk/contact-us/feedback**