



Making a complaint



At the hospital we want to make sure that everybody feels safe and cared for.



Sometimes something may go wrong.



It is good to say how you feel about your care in the hospital.



You can use this form to tell us about your experience at the hospital.



My name is:



I am writing about...

☐ What happened to me.



☐ What happened somebody else.



Where did it happen?



When did it happen?

What happened and how do you feel about it?



A large, empty, rounded rectangular box with a blue border, intended for writing a response to the question above.

What do you think should happen next?



A large, empty, rounded rectangular box with a blue border, intended for writing a response to the question above.

What will help me? Are there any reasonable adjustments that I need?



A large, empty, rounded rectangular box with a blue border, intended for writing a response to the question above.



My address is:



My phone number is:



My email address is:

Please give this form to the Patient Support and Complaints Team at the RUH Hospital.

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

01225 428331 | www.ruh.nhs.uk



If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team.

Email ruh-tr.PSCT@nhs.net or telephone 01225 825656.