

Department Name .....



Compliment



Complaint

Comment

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Your Name .....

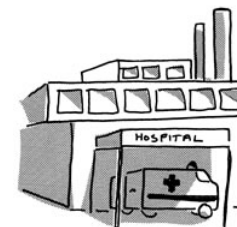


Address .....

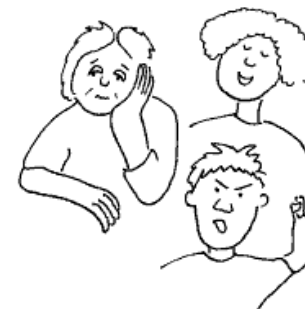
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Telephone .....



# How are we doing?



## What am I happy about?



## What am I unhappy about?

# Can I complain?





**If you are happy** with the service and wish to let us know, please tell a member of staff.



### You can write to us

PALS Department  
Broomfield Hospital  
Court Road  
Chelmsford  
CM1 7ET



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



### You can phone us

01245 514130

If you are angry or upset, talk to someone you trust.



### You can email us

[public.response@meht.nhs.uk](mailto:public.response@meht.nhs.uk)



You can talk to the Patient Advice and Liaison Service (PALS).

PALS can help you.



Your own advocate or the Independent Complaints Advocacy Service (ICAS) can help.

ICAS can give advice, information and support you to make a complaint.



0845 456 1083