

County Durham and Darlington



NHS Foundation Trust

Quality | Care | Respect

Unhappy About Your Hospital Visit?



Easy Read Version



The help and support you get in hospital is very important to us.



If anything happened that made you feel unhappy, please tell us about it.



If something was wrong we will try and make it better for you.



We want to make sure we do things better for people coming to our hospitals



You can speak to a nurse or manager from the area you are unhappy with.



You can speak to someone from our Patient Experience Team who can listen to your problems and help solve them



You can send a letter to our Complaints Department.



We can agree how long we should take to resolve your problem.

Contact Details:

Patient Experience Team
University Hospital North Durham
Durham. DH1 5TW



0191 333 2683

Complaints Department
Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX.

01325 743046

You can get support from the
Independent Complaints
Advocacy Service. This service is
not part of the hospital and can
help you to make a complaint.

0300 456 8348

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