

## How to make complaint, or leave a compliment, about Chase Farm or Barnet Hospital



### STEP 1



You should contact the Patients  
Advice & Liaison Service (PALS):



You can phone them  
0208 216 4924



Or send them an email  
[bcfpals@nhs.net](mailto:bcfpals@nhs.net)

## STEP 2



If they cannot help you and you  
are still not happy,



you can make a formal complaint.



Email the complaints team  
[rf-tr.bcfcomplaints@nhs.net](mailto:rf-tr.bcfcomplaints@nhs.net)

Or write to them:



Complaints Department, Barnet  
Hospital, Thames House,  
Wellhouse Lane, Barnet, London,  
EN5 3DJ



### **IMPORTANT**

Complaints need to be made  
within 12 months (one year) of the  
date the problem happened.



They will let you know within  
three working days that they have  
received it.



They will give you a full reply  
within 35 working days (about  
seven weeks)

## NEED MORE HELP?



If you need help, ask for an Advocate.



See our video on our website for more information about Advocacy.



Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

[admin@healthwatchenfield.co.uk](mailto:admin@healthwatchenfield.co.uk)

Or write to us

(no stamp needed) at:



FREEPOST RTGT-SRCL-ABRS Healthwatch  
Enfield  
Community House  
311 Fore Street  
London  
N9 0PZ

