



## How to make complaint, or leave a compliment, about North Middlesex Hospital

### STEP 1



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



You can phone them  
0208 887 3172



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

## STEP 2



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



you can make a formal complaint.



you can phone them on

0208 887 3858



Email the complaints team  
[northmid.complaints@nhs.net](mailto:northmid.complaints@nhs.net)



Or write to them:

Complaints and Legal Services  
North Middlesex University  
Hospital Trust  
Sterling Way  
Edmonton  
London  
N18 1QX



**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 30 working days (about six 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

