



# Advice and Complaints Service



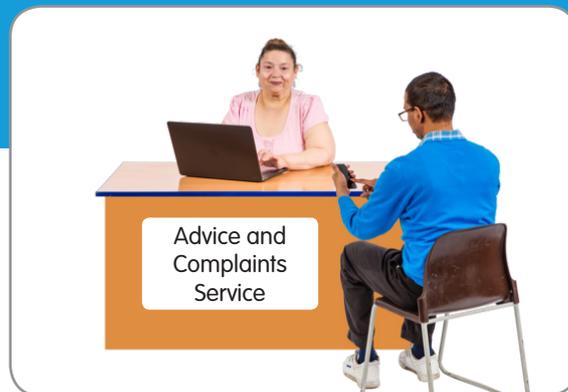
This leaflet is about our  
Advice and Complaints Service (ACS).



If you are worried, upset or angry about your hospital treatment  
we will help you.

# You can visit our office.

You do not need to make an appointment to see us.



Advice and Complaints Service (ACS) office is on B Floor at Sunderland Royal Hospital. We are opposite the lifts.

We are open from 8.30am to 5pm Monday to Friday.

## You can also contact us by phone, email or letter.



0800 587 6513 or 0191 5699855

You can leave a message outside our working hours and we will phone you back.



Advice and Complaints Service, B Floor, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP.



[stsft.adviceandcomplaints@nhs.net](mailto:stsft.adviceandcomplaints@nhs.net)

# How we can help you.

We will listen to you.



We will help to sort out any problems you have. We will try to get answers to your questions.

We can come with you when you talk to people about your treatment.



We can help you to talk to doctors, nurses and other people who may be able to answer your questions.

We will keep your information private.



We will only tell other people what you want us to tell them.

# Useful websites.

## South Tyneside and Sunderland NHS Foundation Trust:



[www.stsft.nhs.uk](http://www.stsft.nhs.uk)

## Sunderland Action for Health Easy Read website.



[www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)

### Credits

This factsheet was developed by the Learning Disability Liaison Service at South Tyneside and Sunderland NHS Foundation Trust, and funded by the Sunderland Clinical Commissioning Group.

Designed by The Clear Communication People Ltd.using Photosymbols and other stock photography.

  
**Sunderland**  
**Clinical Commissioning Group**

With thanks to South Tyneside and Sunderland NHS Foundation Trust.

  
**South Tyneside and Sunderland**  
NHS Foundation Trust

### About Easy Read information

Easy Read information using larger print, easy words and pictures to make information easier to understand. Easy read is a summary of the key points. Whilst it is useful to help people understand complex subjects it should not be relied upon solely in the process of supporting people to make decisions about their health care and treatment.

This factsheet can be downloaded free of charge from: [www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)