If you need this information in another language or medium (audio, large print, etc) please contact the Patient Advice and Liaison Service (PALS) on 0800 374 208 email: palservice@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

We ask for information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the Data Protection Act 1998.
You have the right to complain if you are unhappy about a service you are receiving, or in the way that you are being treated at Salisbury District Hospital.

You may want to contact the Independent Complaints Advocacy Service (ICAS). They can support you with your National Health Service (NHS) complaint.

Call ICAS on 01225 762723

or write to them:

ICAS Trowbridge
Unit 3, Premier House
Willowside Park, Canal Road
Trowbridge, Wiltshire
BA14 8RH

or send an email to them on:

trowbridge.icas@seap.org.uk

How to make a formal complaint

Call the Complaints Department on:
01722 336262 extension 2743 or 2764

Chief Executive
Salisbury NHS Foundation Trust
Salisbury District Hospital
Odstock Road
Salisbury SP2 8BJ

or write to us:

or send an email to us on:

complaints.department@salisbury.nhs.uk

When you have made your complaint

Someone may telephone you to ask you some extra questions or arrange to meet you.

Someone will write to you and tell you what will be done to sort out your complaint.

This will take about 25 working days after we get your complaint.