

# Your Views Are Important to Us

**Complaints**

**Concerns**

Concerned  
but not  
sure what  
to do?



Problem but  
don't know  
who to ask?



Worried but  
not sure who  
to speak to?

**Comments**

**Compliments**

**Patient Advice and Liaison Service  
PALS – we're here to help**

Bath NHS House  
Newbridge Hill  
Bath, BA1 3QE

9am – 5pm Monday to Friday

**01225 362900 or 0800 073 1778**

Answerphone after hours and we will respond next working day

E: [awp.pals@nhs.net](mailto:awp.pals@nhs.net) or [awp.complaints@nhs.net](mailto:awp.complaints@nhs.net)