

Concerns & Complaints – An Easy Read Guide

Who can we help?

People who use or have used the services run by King Edward VII's Hospital



We can help you to find out more information about our services



We can help if you are worried about the care staff have given you at King Edward VII's Hospital



Contact us if you have any problems with the service you have received



If you need help and advice right now, you can call our Contact Centre team on 020 7467 4344



If you would like to send us an email instead, you can send this to complaints@kingedwardvii.co.uk



Or post a letter to:
Patient Experience Manager, King Edward VII's Hospital,
5-10 Beaumont Street, Marylebone, London, W1G 6AA

Here are some ideas about what to include in your email or letter



Your name, address and date of birth



Be brief – keep your letter to no more than two pages if possible. If the complaint is complicated, attach a list of things that happened. Suggest how things could be improved. Say what you expect to happen. Put your concerns politely but firmly.



KING EDWARD VII's HOSPITAL