

Complaints Process

We hope that you are happy with all aspects of your stay/visit with us. However, if you find that you do have a complaint please see the information below:

Complaints can be made in the following ways:

1. Verbally by calling **0151 529 6842** and speaking to our Head of Operations, June Fowles.
2. By email to June.Fowles@liverpoolft.nhs.uk
3. In writing to June Fowles, Head of Operations, Sefton Suite, Liverpool University Hospital Foundation Trust, Lower Lane, Liverpool L9 7AL

Our complaints process is formally staged:

Stage 1. Local Resolution – carried out by the Head of Operations of the Sefton Suite.

Stage 2. Internal Appeal – carried out by Liverpool University Hospital Foundation Trust Senior Manager.

Stage 3. Independent External Adjudication - carried out by ISCAS. Independent Sector Complaints adjudication service.

