

Information for Parents and Carers

Health Complaints

If you have a complaint about any hospital or community care service, it is often helpful to speak to the person in charge, for example the Manager, the Matron, the Ward Sister or Therapist. They will listen to your concerns and may be able to look into what has happened without the need for you to make a complaint.

If you cannot resolve your complaint informally, you can make a formal complaint via the following contacts:

To complain to South Tyneside NHS Trust

Write to:
Mr K W Bremner
Chief Executive
South Tyneside and Sunderland NHS Foundation Trust
Sunderland Royal Hospital
Kayll Road
Sunderland SR4 7TP

OR

Advice and Complaints Service
B Floor
Sunderland Royal Hospital
Kayll Road
Sunderland SR4

To find out more about making a complaint to South Tyneside NHS Trust please visit:
<https://www.stsft.nhs.uk/patients-and-visitors/advice-and-complaints-service>