

Ref. No: 0970  
Date: 28/05/24  
Subject: Complaints Policy / Procedure

## REQUEST

1. I would like a copy of your complaints procedure / policy.

## RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1<sup>st</sup> July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. I would like a copy of your complaints procedure / policy.

Please find policy attached.