

## COMPLAINTS PROCEDURE

We hope you are very happy with your experience of treatment at the Shropshire and Mid Wales Fertility Centre, however if you should experience any issues please contact the fertility unit on 01743 261202 option 2 in the first instance and we will do our best to resolve them quickly and efficiently for you.

In the unlikely event that an issue is not able to be resolved to your satisfaction or you wish to make a complaint please contact our Quality Manager, Claire Corfield on the number above.

If you are an NHS patient and want to make a formal complaint you will be referred to the Shrewsbury and Telford Hospital PALS (Patient Advice and Liaison Service) Complaints Office. If you want to make a formal complaint and feel you cannot talk to anyone in the fertility unit you may go to PALS directly.

For further details about PALS please visit the Shrewsbury and Telford Hospital Trust website

<https://www.sath.nhs.uk/patients-visitors/advice-support/complaints-procedure/>

or telephone 01743 261000 extension 2600 or email [sath.complaints@nhs.net](mailto:sath.complaints@nhs.net)

Please be aware that in making a complaint, you are giving us your permission to share information about your Fertility treatment with the Shrewsbury and Telford Hospitals Trust (SATH) where necessary for the investigation and reporting of the complaint. It is therefore no longer subject to the enhanced levels of confidentiality required by the Human Fertilisation and Embryology Authority (HFEA) and is subject only to standard levels of confidentiality required by NHS policy instead.

If the clinic and hospital PALS department are unable to resolve your complaint you can contact the relevant ombudsman (details can be supplied by PALS). Alternatively, you can contact our regulators, the Human Fertilisation and Embryology Authority to see if they can help. Further information can be found on their website [www.hfea.gov.uk](http://www.hfea.gov.uk)

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