Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Complaints Concerns and Compliments

Version number: **1.0**
Last modified date: **12th November 2026**

Complaints, Concerns & Compliments

Patient Relations Service (PALS)

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Author ID: DJ

Leaflet Number: ER 002

Version: 7

Name of Leaflet: Complaints, Concerns & Compliments

Last reviewed: August 2024

Next review date: August 2026

We can help you sort out anything you are not happy with about the care you get from any of our hospital sites. We can give you information about any of our services. We have five hospitals:

- **Thomas Linacre Out-Patient Centre:** Is close to Wigan Town Centre and Mesnes Park
- **Wigan Infirmary (Royal Albert Edward Infirmary):** Is close to Haigh Hall's Main Entrance
- **Leigh Infirmary:** Is close to Leigh Town Centre, you can get to from The Avenue
- **Wrightington Hospital:** Is close to Wrightington Country Club
- **WWL Eye Unit, Boston House:** Is close to Wigan Town Centre

Let us know what you think

If you want to thank the staff, or if you are unhappy, or if you have a question, or if you have an idea to make the hospital a better place:

Worries and fears

If you are worried or unhappy with your care, tell someone straight away (for example, your Nurse, Doctor, Receptionist). Talk to the Patient Relations Department who will try to sort things out for you.

Making your complaint

If you are still worried or unhappy you can make a complaint - you can use any of the 4 ways shown below:

1. You can tell the Patient Relations Department - PALS
2. You can write to us:
   Patient Relations Manager
   Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
   Royal Albert Edward Infirmary
   Wigan Lane, Wigan, WN1 2NN
3. Or telephone: 01942 822376
4. Or email us at: Patient.Relations@wwl.nhs.uk

What happens next

We will get back in touch with you and tell you what we plan to do.

Where to find us

We are at the main entrance of Royal Albert Edward Infirmary, next to the Café.

Opening hours:

- Monday: 9am to 4pm
- Tuesday: 9am to 4pm
- Wednesday: 9am to 4pm
- Thursday: 9am to 4pm
- Friday: 9am to 4pm

We are closed Saturday and Sunday and Bank Holidays.

Please use this space to write notes or reminders.

You can get more information from our website www.wwl.nhs.uk

This leaflet is also available in audio, large print, braille, and other languages upon request. For more information please ask in department/ward.

Listen to Audio



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