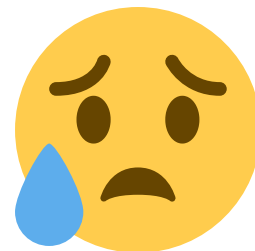


Information about making a complaint

Making a complaint means telling us when you are not happy with the care you have received from any of our services.

You might want to complain:

- When things do not happen when you want them to
- When no one listens to you
- When things go wrong



How to make a complaint



Step one

You can talk to the health staff that you are seeing. They will try to sort things out for you.

Step two

If you are still not happy or you do not want to discuss your complaint with the health staff, you can talk to the Patient Services Team.

You can talk to us via email or our online complaints form, by phone, or in a letter. We always aim to tell you that we have received your complaint within three working days.

The Patient Services Team will help you to sort out the problem. The things you tell us are private and confidential. You will not be treated differently because you have raised your concerns.



How to make a complaint

Step three



If the Patient Services Team have tried to sort out your problem and you are still not happy, you can make a formal complaint to the Patient Services Team. This is a written complaint which you can do by email or in a letter.

If you need help making a complaint you can contact Healthwatch via www.healthwatch.co.uk or on 03000 683 000.

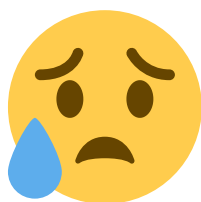
healthwatch



When we receive your complaint, we will look into the things you are not happy with. Sometimes we will ask if we can arrange a meeting with you to help you to talk to us about your complaint so that we can try to sort it out with you.

The Chief Executive (the boss) will write to you to tell you what has happened with your complaint.

Step four



If you are still not happy, there's an organisation called the Health Ombudsman who can help sort it out. This service is free.

You should do this within 12 months of the date of the letter from the Chief Executive.

You can find out more about the Ombudsman and how to contact them here: www.ombudsman.org.uk.



**Parliamentary
and Health Service
Ombudsman**



Contact us

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