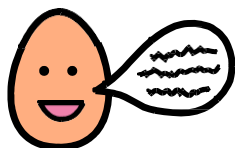


Information about making a complaint – easy read leaflet



Introduction

Making a complaint means telling us about something you are not happy with.



You can make a complaint when you are not happy with the care you have received from any of our services.



You might want to complain:

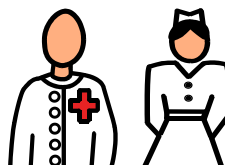
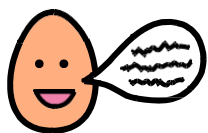
- When things do not happen when you want them to
- When no one listens to you
- When things go wrong.

There are different ways you can make a complaint.

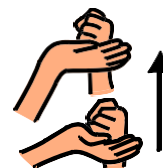
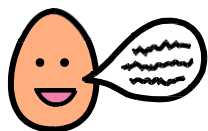


Making a complaint

If you want to make a complaint you can talk to the health staff that you are seeing.



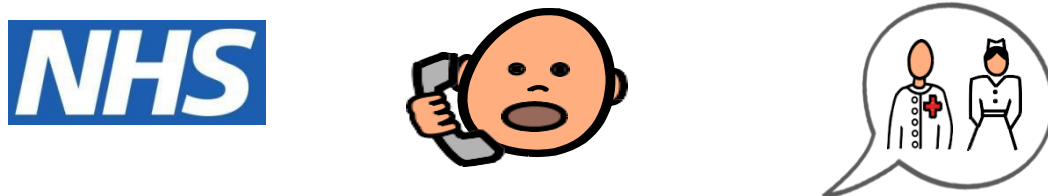
They will try to sort things out for you.



If you are still not happy, you can talk to a member of the Patient Services team.



You can telephone the Patient Service team on telephone number: **0800 587 0562**.

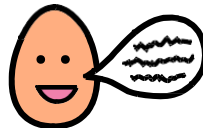


The Patient Services Team talk to people when they are not happy with their care.



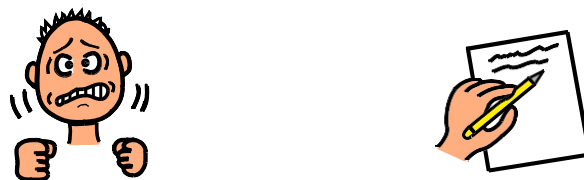
They will help you to sort out your problem.

The things you tell the Patient Services Team are private and confidential.



If you are still not happy you can make a formal complaint to the Patient Services Team. This is a written complaint.

You can use the form in this leaflet to make your complaint.



If you need help making a complaint you can telephone the Healthwatch on **03000 683 000**.

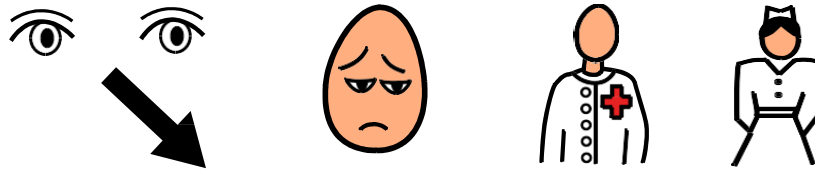
healthwatch

Tel: 03000 683 000

www.healthwatch.co.uk

What happens next?

When we receive your complaint, we will look into the things you are not happy with.



Sometimes we will arrange a meeting to help you to talk to us about your complaint so that we can try to sort it out with you.



The chief executive will write to you to tell you what has happened with your complaint.



What if I am still unhappy?

If you are still not happy you can ask for an independent review by the Health Ombudsman.



You should do this within 12 months of the date of the letter from the chief executive.



You can telephone the Ombudsman on 0845 015 4033.



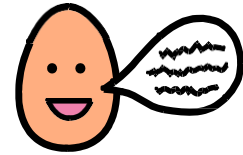
We want to know what you think about our services

We want to know about the things that are not working as well, so that we can make them better.



We also want to know if you are happy with our services.

Please tell us about the care you have received.



Listening to you: your complaint

Your name:

My name is:

Your address:



Put your full address and contact details here.

What are you not happy about?



What do you want to make a complaint about? Which parts of the service are you not happy with?

Tell us what you want us to do to help you.

We will make sure someone contacts you by phone or letter about your complaint.

Please post your complaint form to us at:

Patient Services team

Bridgewater Community Healthcare NHS Foundation Trust
Headquarters
Ground Floor
Spencer House
Birchwood
Warrington, Cheshire
WA3 7PG



Useful contacts

Patient Services Department

Bridgewater Community Healthcare NHS Foundation Trust
Telephone: 0800 587 0562
Email: bchft.patientservices@nhs.net

Healthwatch (consumer champion for health and social care)

Telephone: 03000 683 000
Website: www.healthwatch.co.uk

healthwatch

Tel: 03000 683 000

www.healthwatch.co.uk

The Ombudsman

Telephone: 0845 015 4033
Website: www.ombudsman.org.uk

Independent Complaints Advocacy Service

Telephone: 0808 801 0389
Website: www.carersfederation.co.uk



For impartial and confidential advice or information on the services provided by Bridgewater or to receive this leaflet in an alternative format call our Patient Services team on 0800 587 0562.