

If you are still not happy you can talk to the complaints manager.

The complaints manager is in charge of making sure that complaints are looked into properly.

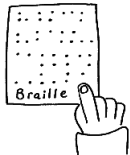
This means that people will look into the things you are not happy with.

The complaints manager will keep in contact with you to tell you what is happening with your complaint.



You can telephone the complaints manager.
The telephone number is **0800 195 4462**

This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.

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The information in this leaflet was valid at the date of production **November 2019** and is due for review in **November 2021**

Leaflet code: E-CEU-07-124

Making a Complaint at Eastway Unit



Information for service users

Making a complaint means speaking up about something you are not happy with.



You can make a complaint when there is something you are not happy with at Eastway unit.

We have written down some examples of things you might be not happy with.



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

There are different ways you can make a complaint.

We have written down the ways you can make a complaint in this leaflet.



Amanda

If you want to make a complaint you can talk to the manager Amanda Atkinson.

She will talk to you and try to sort things out for you.

If you want to make a complaint you can talk to the Patient Advice and Liaison Officer.



Their job is to talk to people when they are not happy with their care and support.

You can talk to the Patient Advice and Liaison Officer about the things you are not happy with and they will try to sort them out for you.

The things you talk about are private and confidential.



You can telephone the Patient Advice and Liaison Officer **0800 195 4462**

You can ask someone to help you to telephone them.