

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.

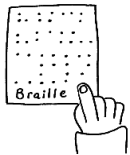
This means that people will look into the things you are not happy with.

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



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Making a complaint



**Information for patients at the
Alderley Unit and Saddlebridge
Recovery Centre**

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



If you want to make a complaint you can talk to the manager on your unit. They will listen and try to sort things out.



You can make a complaint when there is something you are not happy with at the Alderley Unit or at Saddlebridge Recovery Centre.



Simon is the manager at the Alderley Unit



Lisa is the manager at Saddlebridge

You could also talk to an advocate.

An advocate's job is to support you to make sure that your views are listened to.

Alice Porter is the across both units.



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

You can speak to Alice when she is in his office.

If you want to make a complaint to someone off the unit You can talk to the Patient Advice and Liaison Service Officer (PALS).



The telephone number for PALS is **0800 195 4462**