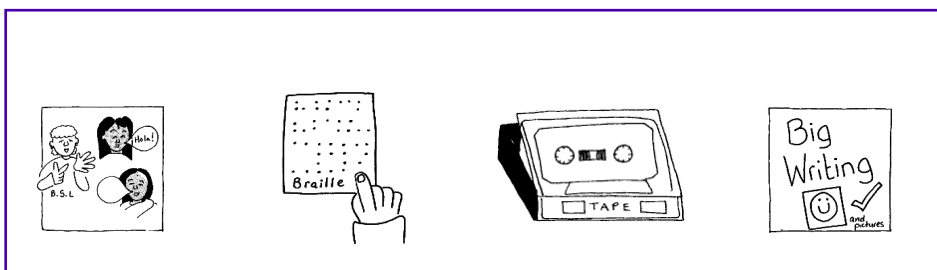


Making a Complaint at Greenways



For more information see www.cwp.nhs.uk.
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Information for service users

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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 Greenways.



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.

If you want to make a complaint you can talk to the manager Marie Joyce.

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



Marie

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



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

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



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

You can ask someone to help you to telephone them.