

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



The Complaints Manger 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.

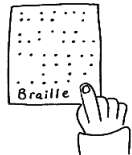


They will keep in contact with you to tell you what is happening with your complaint.



You can telephone the Complaints Manager on:
01244 393 145

This leaflet is available in other languages or formats



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

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Making a Complaint at Crook Lane



Information for service users

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 Sandie.



Sandie

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



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

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

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



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



- 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 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.

There are different ways you can make a complaint.

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



You can telephone them on:
0800 195 4462

You can ask someone to help you.