

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

The complaints team are 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.

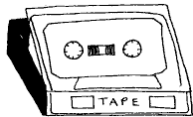
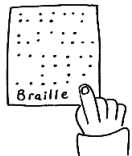
The staff in the team will keep in contact with you to tell you what is happening with your complaint.



You can telephone the complaints team.

Her telephone number is **01244 393145**

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 Thorn Heys



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 Thorn Heys.



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



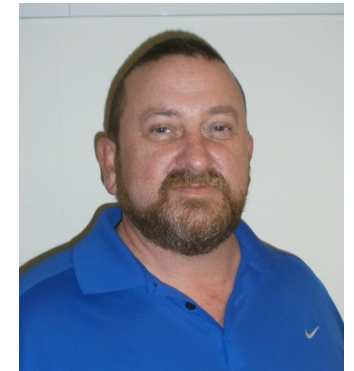
- When things do not happen when you want them to
- When no one listens to you
- When you do not get the help you need to do things
- When things go wrong

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, David Woodworth.

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



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



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

You can talk to Curtis about the things you are not happy with and he will try to sort them out for you.

The things you tell Curtis are private and confidential.



You can telephone Curtis.

His telephone number is **0800 195 4462**

You can ask someone to help you to telephone Curtis.