

How can I get help making a complaint?

If you need help making your complaint you can telephone Health Watch Advocacy:

0300 456 8350



What if I am still unhappy?

If you are still not happy you can ask for an Independent Review by the Ombudsman.

You should do this within 12 months of the date of the letter from the Chief Executive.

You can telephone the Ombudsman:

0345 015 4033



Useful Contacts

Complaints and PALS Teams

For more advice contact Wigan CCG
Tel: **01942 482730**

Local Independent Complaints Advocacy Service

If you need help with making your complaint, Health Watch Advocacy can do this.

Tel: **(0300 456 8350)**
www.carersfederation.co.uk

The Ombudsman

The Health Service Ombudsman for England
Millbank Tower
London SW1P 4QP

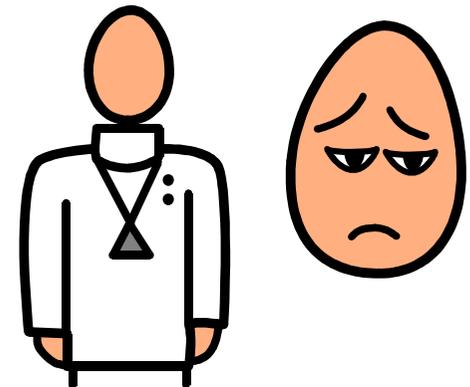
Tel: **(0345 015 4033)**
www.ombudsman.org.uk

Leaflet name: Easy read information for patients and carers about making a complaint
Template produced by Adult Learning Disability Service and adapted for use by Premier Health Team.

**PREMIER HEALTH TEAM, BRIDGEWATER
MEDICAL CENTRE, HENRY STREET, LEIGH
WN7 2PE TELEPHONE: 01942 481851**

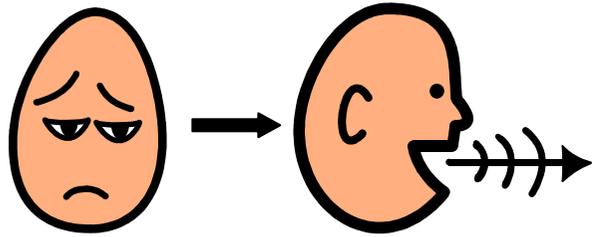
Easy read information for patients and carers about

Making a Complaint

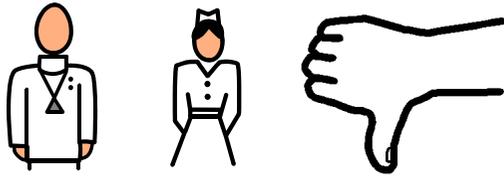


Introduction

Making a complaint means telling us about something you are not happy with.



You can make a complaint when you are not happy with the care you have received from any of our services.



You might want to complain:

- when things do not happen when you want them to
- when no one listens to you
- 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.

Getting help

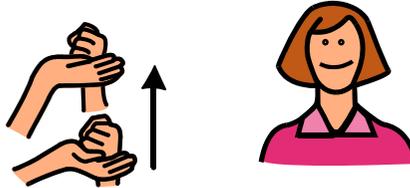
If you want to make a complaint you can talk to the health staff that you are seeing.

They will try to sort things out for you.



If you are still not happy you can talk Patient Advice and Liaison Service (PALS)

The PALS team can talk to people when they are not happy with their care. They will speak to the practice informally and try to sort out your complaint.



The things you tell the PALS team are private and confidential.



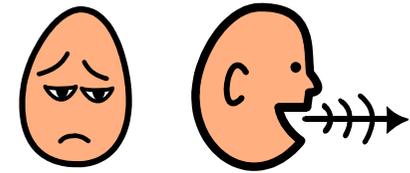
For advice on PALS services in Ashton, Leigh or Wigan:

01942 482730

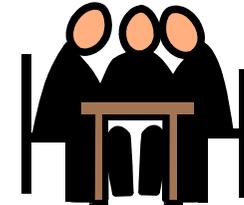


Formal Complaint

If you are still not happy you can make a formal complaint.



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



Sometimes we will arrange a meeting to help you to talk to us about your complaint so that we can try to sort it out with you.



For advice on how to make a complaint

01942 482730

