### **Contacting the Team**

Print ref: 1:0810

Ring:

01670 62 88 88

### Write to:

Adult Social Care Comments, Compliments and Complaints FREEPOST RLTX-LBXU-SHBS County Hall Morpeth NE61 2EF

Email: socialcarecomplaints@northumbria.nhs.uk



To get a copy of this leaflet in large print or another format or language to meet your needs, please call 01670 394 400







# Have your Say

Northumbria Healthcare

**NHS Foundation Trust** 

## Comments, Compliments and Complaints



In partnership with



Better Care, Higher Standards





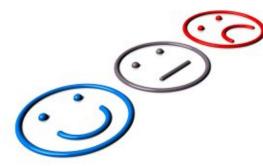


### **Comments, Compliments and Complaints**

We always want to hear what people think about our services which include adult social care services and community health services. This might be:

a complaint if you are unhappy,

a **compliment** if you think something is really good,



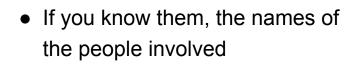
or just a **comment** you would like to make.

We take complaints very seriously. We know that sometimes things do go wrong and when that happens we want to be told, so that we can try and make things better.

Often the best thing to do when something goes wrong

details
What you are complaining about (dates and details)

Your name and contact



- What you would like us to do about this complaint
- If you are complaining for someone else we will need their details. We will usually need to check if they are happy for you to make this complaint on their behalf.



is to talk to the manager of the service, but you can also contact our team who handle complaints, comments and compliments.

#### What to tell us when you make a complaint





If you phone us we will talk through this with you.

If after we have looked into your complaint you are still not happy, you have the right to take this further and we will tell you how to do this.





