

Making a Complaint About NHS Services Easy Read

You have the right to complain if you are not happy with NHS care.

Complaining will **NOT** affect your future care.

Try to sort the problem first



Talk to the staff involved.

Contact PALS for help.

If this does not help, you can make a formal complaint.

Who can complain?



You can complain if you received NHS care.

You can complain for someone else if they say it is OK.

Who should I complain to?



The NHS service that treated you.

Or NHS Cheshire and Merseyside ICB.

How to complain



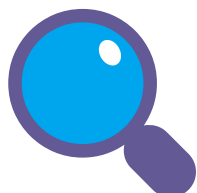
Online: Use the complaint form on the website.

Phone: 0800 132 996

Email: enquiries@cheshireandmerseyside.nhs.uk

Post: NHS Cheshire & Merseyside, Complaints, No.1
Lakeside, Warrington WA1 1QY

What happens next?



Your complaint will be looked at carefully.

You will be told what will happen next.

You will be told what to do if you are not happy with the reply.

Getting help



You can get help from an NHS Complaints Advocate.

Advocates are free and independent.

Accessible information



You can ask for Easy Read or large print.

You can ask for help to explain your complaint.

BSL and Easy Read videos are available.