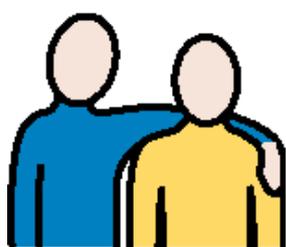


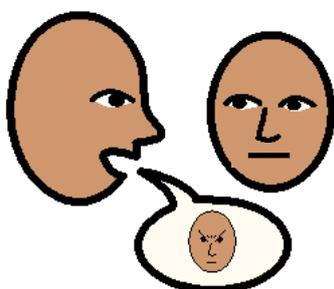
Making a complaint



Our staff try to give you the **best care**.



Sometimes we get things wrong.



It is important to tell us when **something has gone wrong** or you are not happy.



This is called making a **complaint**.

Is it ok to complain?



Yes it is ok to complain.



We need to know what went wrong so we can **help to make it right**.

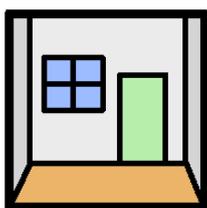
Things you might complain about:



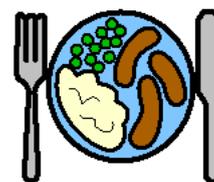
The people who work with you.



The care and treatment you have had.



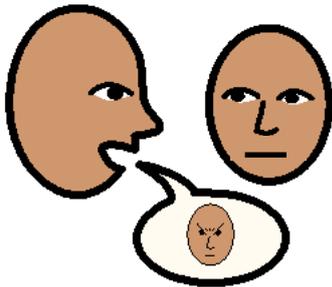
The places you are seen in.



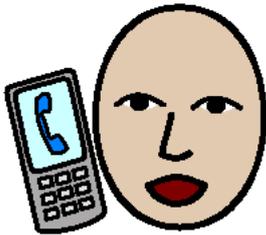
The food you are given.

How to make a complaint:

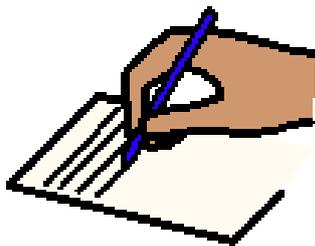
There are **different ways** to make a complaint.



You can **talk to someone**. This might be the person who is working with you or the manager.



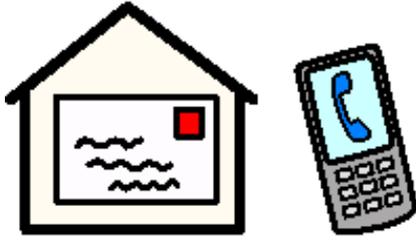
You can **call** the Patient Experience Team
0800 0272 128



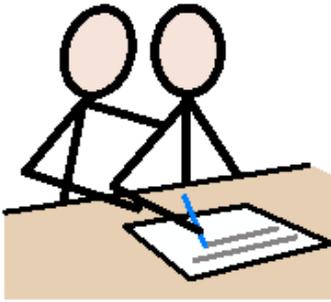
You can **write** a letter to
Complaints Manager
Room 162 Kingsway House East
Kingsway Hospital
Derby
DE22 3LZ



You can send an **email** to:
dchft.patientexperience@nhs.net



Give your **name**, **address** and **telephone number** so that we can contact you about what you have said.

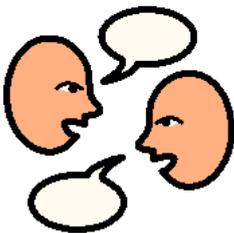


If you need help to make a complaint you can ask a friend, family member or someone you trust.

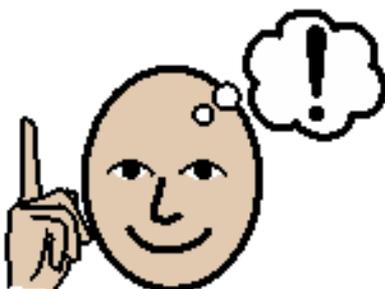
What happens next:



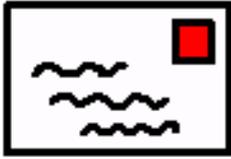
We will **listen** to your complaint and understand what went wrong.



We might talk to the people who have worked with you.



We will **think** of ways to **change** what we are doing to make it **better** in the future.



We will call you or write a letter to let you know what we have found out.



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Making a
positive
difference