**Compliments, Comments,**

 **Complaints or Concerns to enable improvements of NHS services**

**Easy Read Guide**



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| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9ZRY8LKE\difficult-reading.jpg | Copies of this leaflet are available in braille, large print and audio format on request: |
|  |  |
| mobile phone | Telephone: |
|  |  |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\email.jpg | Email: |

**If your comment involves a…**

|  |  |
| --- | --- |
| Doctors | **GP (doctor)** |

|  |  |
| --- | --- |
| Optician (Outside the Box) | **Optician (eyes)** |

|  |  |
| --- | --- |
| Pharmacist talking | **Pharmacy (tablets/injections)** |

|  |  |
| --- | --- |
| Dentist (Outside the Box) | **Dentist (teeth)** |
| **Contact NHS England:** |
| mobile phone | Telephone:0300 3 11 22 33 |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\email.jpg | Email: England.contactus@nhs.net  |

**Tell us your views…**

|  |  |
| --- | --- |
| If you want to **make a comment...**  |  |
|  |  |
| Or, **thank NHS staff...** | happy face |
|  |  |
| Or, if you are **unhappy about something...** | **sad face** |
|  |  |
| Or, just ask a **question...** | **?** |

|  |  |
| --- | --- |
| mobile phone | Telephone: |
|  |  |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\email.jpg | Email: |
|  |  |
| **C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0SL0FCYH\website.jpg** | Website: |
|  |  |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\letter-or-write-to.jpg | Writing a letter to: |
|  |  |
|  Hampshire AdvocacyHampshire Advocacy may be able to help you with advice or support… |
| mobile phone | Telephone:02380 776657  |
|  |  |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\email.jpg | Email:info@hampshireadvocacy.org.uk. |
|  |  |
| **C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0SL0FCYH\website.jpg** | On the website: http://hampshireadvocacy.org.uk/ |

**What happens if I complain?**

|  |  |
| --- | --- |
| **angry face and happy face** | You will not be seen as a troublemaker. We want to help put things right for you! |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\42PM9EFF\talk-to-V4.jpg | We will contact you within 3 working days of receiving the complaint. |
| **person talking to another person** | We will discuss your complaint with you and agree with you how we will look into your complaint.  |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\agreed.jpg | We will tell you what we will do and when.We will not give your personal details to anyone if you do not want us to.  |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\letter-or-write-to.jpg | After your complaint has been fully investigated, we will send you a written response. |

**What happens if I’m still unhappy?**

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If you are still unhappy you can complain to the Health Service Ombudsman.

|  |  |
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| mobile phone | Telephone: 0345 015 4033 |
|  |  |
| **C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0SL0FCYH\website.jpg** | Website: www.ombudsman.org.uk |

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| --- | --- |
| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\letter-or-write-to.jpg | Writing a letter to: The Parliamentary and Health Service Ombudsman Millbank TowerMillbank, London SW1P 4QP |



Hampshire Advocacy offer advocacy services.

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| mobile phone | Telephone:02380 776657 |
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| C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1VJTIDT4\email.jpg | Email: info@hampshireadvocacy.org.uk. |

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| **C:\Users\pondc1\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0SL0FCYH\website.jpg** | On the website: <http://hampshireadvocacy.org.uk/>  |

Our Thanks to Easyonthei for use of their images <http://www.easyonthei.nhs.uk>