

Chief Executive  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
GLOUCESTER  
GL1 1LY

## REMEMBER...

We never take away services or treat you differently because you've made a complaint. It is important to remember that you will not get into trouble if you make a complaint. We want you to tell us what is wrong so that we can try and put it right. We don't think that all complaints are bad, they can actually help us to improve our services.

### For more advice and guidance, please contact:

#### Service Experience Manager

2gether NHS Foundation Trust, Rikenel, Montpellier, Gloucester, GL1 1LY

Telephone: 01452 894673

#### Other people who can help you are:

#### Patient Advice and Liaison Service (PALS)

Telephone: 01452 894072

Email: [PALS.Complaints@glos.nhs.uk](mailto:PALS.Complaints@glos.nhs.uk)

#### National Advocacy Service (SEAP)

Hasting, Upper Ground Floor, Aquila House, Breeds Place, Hastings, East Sussex TN34 3UY

Telephone: 0330 440 9000

Email: [info@seap.org.uk](mailto:info@seap.org.uk)

Fax: 01424 204687

## Did you know?

There is a board of young people who help us make decisions and advise us on how our services can be improved. For more information, please contact our Service Experience Manager.

# USE YOUR VOICE HAVE YOUR SAY !

Want to give  
a compliment,  
make a comment  
or complaint ?

We'll show  
you how...



# 'SPEAK OUT, SPEAK UP'

If you think someone is doing a good job or if you have a good idea about how we could do things better, we want to hear from you.

We will make sure that your compliment or comment is passed to the right team and that we discuss all suggestions for improving your service.

We may not be able to make every change people suggest but we will do our best.

## WHAT DO I DO IF I HAVE A PROBLEM ?...

Sometimes it's hard for people to know if you're worried or unhappy about something unless you tell them.

The form attached to this leaflet can be used to let us know how you are feeling about services and to help us sort out what may be wrong.

Remember to fill in your details if you would like us to contact you about what you have told us.



Remember, you can also talk to a member of staff about any worries that you have if this is easier for you

## We use three steps to deal with your complaint...

### STEP 1

Complete the form attached to this leaflet and pop it in the post

### STEP 2

We will listen to your complaint and try to make it better

### STEP 3

Someone will contact you to make sure you are happy about how we have dealt with your complaint

We make sure that we listen to you and take your complaint seriously



## Tell Us...

If you would like us to get in touch with you about what you have told us about on this form, please fill out your details - otherwise leave this section blank.

Blank area for providing contact details.

If you would like us to get in touch with you then please fill out your details - otherwise leave this section blank.

Your name

Your address

Your telephone number

Your email

Date

How would you like us to talk to you about your comments/complaint?

*Please circle your choice*

Send me a letter      Telephone me      Talk to my parent/guardian

Talk to someone else - tell us who this is: