

If you are still not happy you can talk to the complaints manager.



Hayley Mannin is the complaints manager.

Hayley is in charge of making sure that complaints are looked into properly.

This means that people will look into the things you are not happy with.

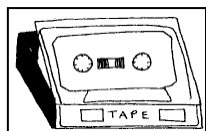
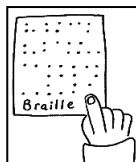
Hayley will keep in contact with you to tell you what is happening with your complaint.



You can telephone Hayley.

Her telephone number is **01244 385 176**

This leaflet is available in other languages or formats



For more information see [www.cwp.nhs.uk](http://www.cwp.nhs.uk).

© CWP NHS FoundationTrust

The information in this leaflet was valid at the date of production **October 2014** and is due for review in **October 2016**.

Leaflet code: E-CTH-07-145



Cheshire and Wirral Partnership  
NHS Foundation Trust



## Making a Complaint at Thorn Heys



Information for service users

Making a complaint means speaking up about something you are not happy with.



You can make a complaint when there is something you are not happy with at Thorn Heys.

We have written down some examples of things you might be not happy with.



- When things do not happen when you want them to
- When no one listens to you
- When you do not get the help you need to do things
- When things go wrong

There are different ways you can make a complaint.

We have written down the ways you can make a complaint in this leaflet.

If you want to make a complaint you can talk to the manager, Jean Brennan.



Jean will talk to you and try to sort things out for you.



If you want to make a complaint you can talk to Helen Chadwick who is the Patient Advice and Liaison Officer.

Helen's job is to talk to people when they are not happy with their care and support.

You can talk to Helen about the things you are not happy with and she will try to sort them out for you.

The things you tell Helen are private and confidential



You can telephone Helen.

Her telephone number is **0800 195 4462**

You can ask someone to help you to telephone Helen.