

You can contact the Complaints Team by



Telephone 01244 393145

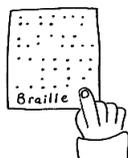


E-mail [cwp.complaints@nhs.net](mailto:cwp.complaints@nhs.net)



Letter  
**Complaints and Incidents Team**  
**Redesmere**  
**Countess of Chester Health Park**  
**Liverpool Road**  
**Chester**  
**CH2 1BQ**

This leaflet is available in other languages or formats



The information in this leaflet was valid at the date of production **April 2019**  
and is due for review in **April 2021**

Leaflet code: E-MAC-08-195

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## Making a Complaint



Information for people who use  
our services.

## What is a complaint?

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



You can make a complaint when you are not happy with the service you are getting from Cheshire and Wirral Partnership NHS Trust (CWP).

**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.

## You can make a complaint by

**1) Talking to the health staff who support you.**

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



**2) Talking to the Patient Advice and Liaison Officer.**

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

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

You can telephone the Patient Advice and Liaison Officer



The telephone number is **0800 195 4462**

You can ask someone to help you to telephone them.

**3) If you are still not happy you can talk to the Complaints Team**

The Complaints Team will make sure that your complaint is looked into properly. This means that people will look into the things you are not happy with.

The Complaints Team will keep in contact with you to tell you what is happening with your complaint.