

Formal Stage 2



If you are still unhappy, you may ask the Health care Commission to review your complaint.



They will decide to investigate your complaint.

You will get a report and be able to request an independent review.

Formal Stage 3

If you are still unhappy ☹️ you may contact the Health Services Ombudsman.

☎️ : 020 7217 4051

You can telephone or use this form to contact us.

I would like to make a comment
I would like to make a complaint
about :

(put a ✓ against your choice)



People



Services



Residential
Home

My name is

.....

My ☎️ no. is

.....

My address is

.....
.....
.....

Return this form to :

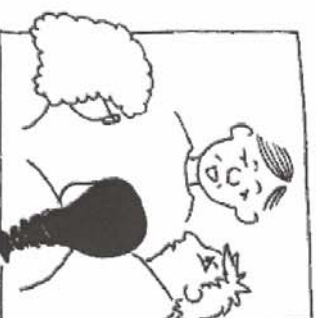
The General Manager, Learning Disability Services
Teaching Primary Care Trust
Gulson Hospital, River House
Gulson Road
Coventry
CV1 2HR

LEARNING DISABILITY SERVICE

Making a Comment
or Complaint

Making a comment is saying how
to do things better.

Making a complaint is speaking
up about something you do not
like or with which you are not
happy



What can I comment or complain about ?

Informal

Formal Stage 1

You can comment or complain about :



Talk to someone you trust :



A specially trained person will contact you :



People

- A family member
- Friend

- They will look into your complaint



Services

- Your Key Worker
- Your Advocate
- Your Social Worker

- They will tell you how long it will take



Residential Home

- Patient Advice & Liaison Service

- You will get a written response from the Chief Executive

If you need to make a complaint there are 3 stages in our process :

If you are still unhappy 😞 after talking to someone, you can make a formal complaint

- You will also be told of any changes that are going to be made to deal with your complaint