

How can you contact the Complaints Team?



Email us at
customer.service@blatchford.co.uk



Look on our website at
www.blatchford.co.uk/contact



Phone us on **0114 263 7900**



Write to us at
Customer Service,
11 Atlas Way,
Atlas North,
Sheffield,
S4 7QQ



What To Do If You Are Not Happy With Your Care

Patient Information
Easy Read Version

What To Do If You Are Not Happy With Your Care

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

It is fine to make a complaint. No one will treat you badly because of it.



This leaflet tells you

- What to do if you are not happy with your healthcare
- Who can help

What To Do If You Are Not Happy With Your Care



1. Talk to the staff at the place you got the care from.

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

2. Think about what you want to say when you make your complaint.

You need to say:

- What happened
- When it happened
- Where it happened
- Who you want to complaint about
- What you want them to do to make the problem better



3. Make your complaint as soon as possible.

- This can help to get your problem sorted out quickly



You also need to give some information like your name and address.

If you are still not happy you can talk to our 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. We will keep in contact with you to tell you what is happening with your complaint.

