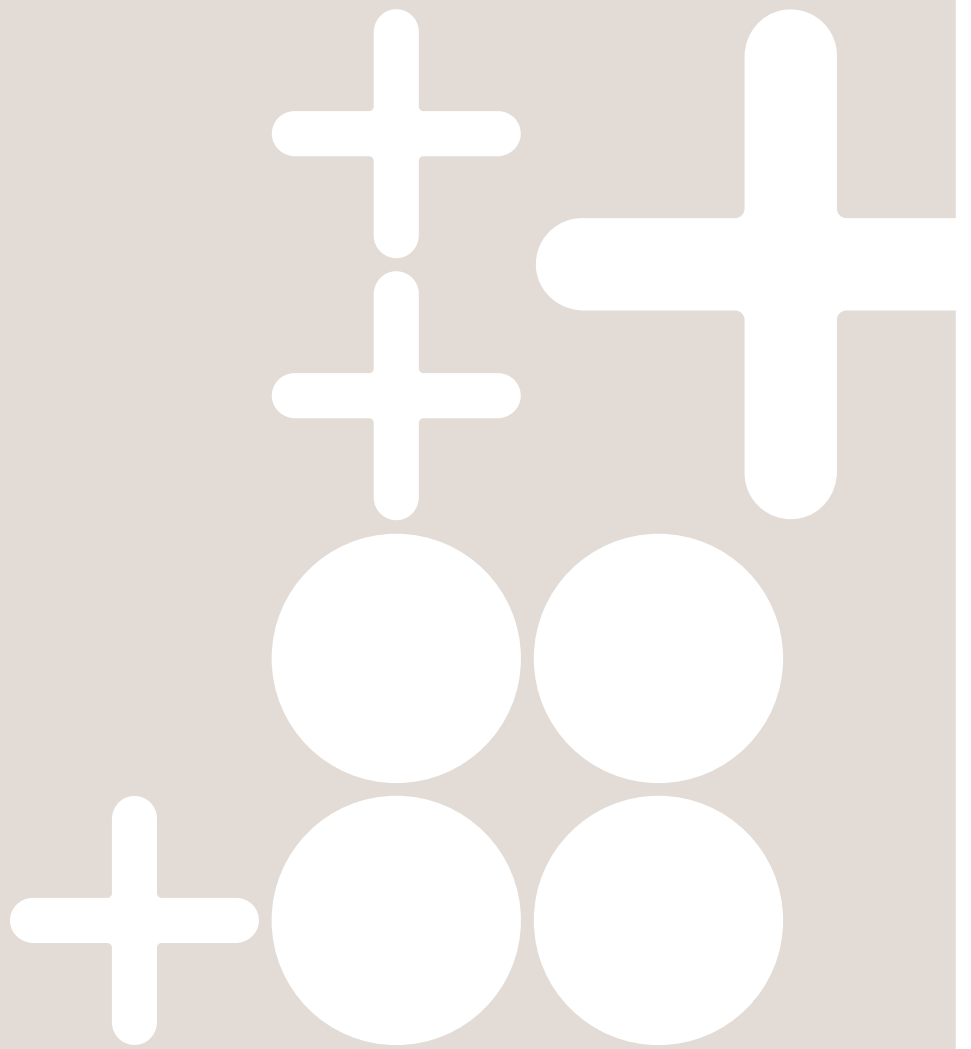


Your easy read guide to making a complaint





What is a complaint?

A complaint is when you tell us about something we have done that has not met your needs. Or about something we have done that has made you unhappy. A complaint helps us to learn to do things better.

A complaint could be about:

- **Staff** – how did they talk to you and treat you?
- **Care** – did you get the care you needed?
- **Information** – was everything explained clearly to you?
- **Buildings** – how did you find our clinic and the facilities?



This easy read guide is about how to make a complaint about our services.

Let us know

If you have a complaint, then we really want to hear about it. We'll use what you tell us to improve our service.

In your complaint, please tell us what happened, how your needs were not met or how what happened made you unhappy.



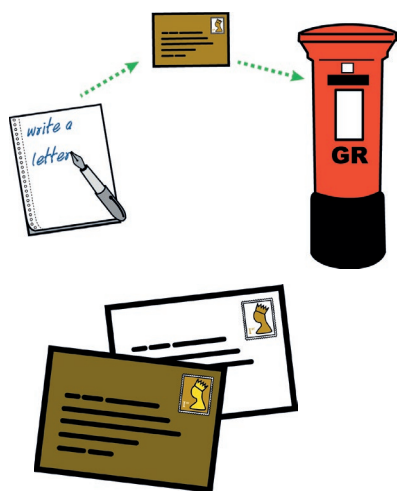
Who can help you with your complaint?



Here are some examples of people who can help you:

- A friend or family member.
- Your support worker
- An advocate (someone independent who can help you express your views and wishes)
- A manager of the service
- Someone else you trust.

Where to send your complaint

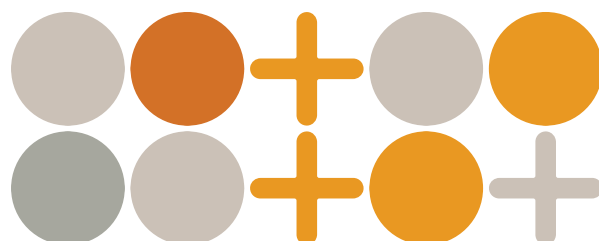


By letter:

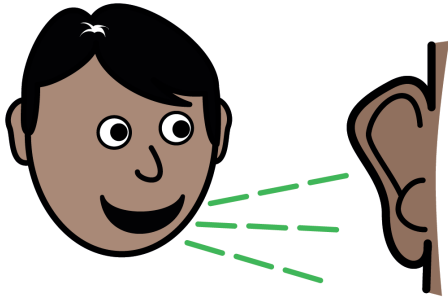
Governance Team
Newmedica
Cirrus House
10 Experian Way
Nottingham
NG2 1EP

By email:

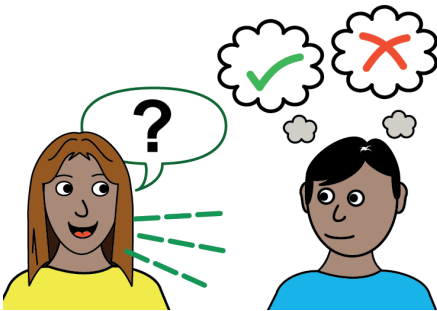
newmedica.mdcomplaints@nhs.net



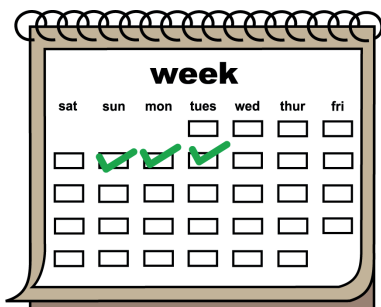
What will happen when you complain?



- We will listen to what you have told us.
- We will take your complaint seriously.



- We will talk with you about your complaint and make sure we understand what the problem is.
- We will treat you fairly. We want to help put things right for you.



- We will contact you within three working days (Monday to Friday) of seeing your complaint. This is just to let you know we have it.
- We aim to respond to your complaint in 20 working days (Monday to Friday). If we need more time, we will tell you.





If you are unhappy with our response

You can tell our Managing Director.
His name is James Arrow.

Contact us



By email:
newmedica.mdcomplaints@nhs.net

By letter:
Governance Team
Newmedica
Cirrus House
10 Experian Way
Nottingham
NG2 1EP



