



How to make a 'formal' complaint



Are you unhappy about something that has happened to you during your contact with Shropdoc staff member(s)?



This leaflet tells you how to make a 'formal' (serious) complaint.

You will not get into trouble for complaining!



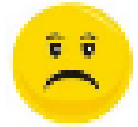
Sometimes, healthcare staff do something wrong. If this happens, we will try to put it right, and do better next time.

What to do first



If you are unhappy about something that has happened to you, speak to a member of **The Patient Experience Team** on: **01743 454 900 (option 2)**

If you are still unhappy



You can either write a letter to:

The Patient Experience Team
Shropdoc

Unit A, 3 Longbow Close
Shrewsbury

SY1 3GZ

Or email: patient.experience@shropdoc.nhs.uk



Write your letter or email as soon as possible.



Tell us as much as you can about you, and about what has happened.



If you are unhappy about more than one thing, give them all numbers.



Tell us what you want us to do to make things better.

What we do when we get your letter/e-mail

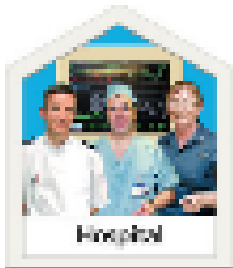


We will write to say we received your letter within 3 days.

We will find out what went wrong and reply properly within:
25 working days (for England)
30 working days (for Wales)



We will tell you what we are going to do about the things that made you unhappy.
We will try to do better next time.



If you are unhappy with our reply, The Parliamentary and Health Service Ombudsman may be able to help. They have lots of easy read information on their website: www.ombudsman.org.uk then type 'easy read' into the search box.



You can also write a letter to:

The Parliamentary and Health Service Ombudsman
Millbank Tower
London
SW1P 4QP



Parliamentary
and Health Service
Ombudsman

Or email: phso.enquiries@ombudsman.org.uk



Do you need help to make your complaint?



Do you need someone to help you make your complaint?

You can ask an **Independent Advocacy Service** for assistance:



You can either write a letter to:

Healthwatch Shropshire
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury
Shropshire
SY2 6LG

Or Call: 01743 237884 between the hours of 08:45 – 17:00

Monday to Thursday

Or WhatsApp: 07813 458955

Or Email: enquiries@healthwatchshropshire.co.uk

➤ Telford & Wrekin



You can either write a letter to:

POhWER
PO Box 17943
Birmingham
B9 9PB

Or Call: 0300 456 2370

Or Text: Send the word 'pohwer' with your name and number to 81025

Or Skype: pohwer.advocacy

Or Email: pohwer@pohwer.net



You can either write a letter to:

The Board of Community Health Councils in Wales,
3rd Floor
33-35 Cathedral Road
Cardiff
CF11 9HB

Or Call: 02920 235 558

Or Email: enquiries@waleschc.org.uk