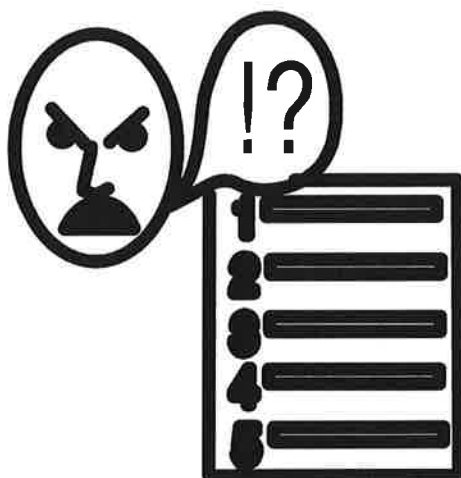
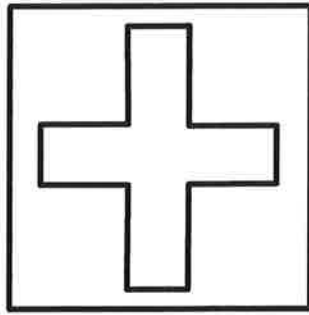


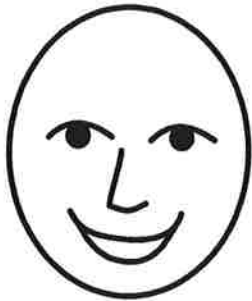
Derbyshire Healthcare Foundation Trust.



Complaints Procedure.



We provide you with a service.



We hope you are **happy** with it.



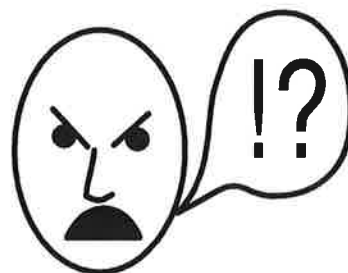
You may be **unhappy** with the service.



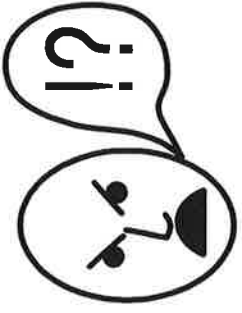
There is something you can do.



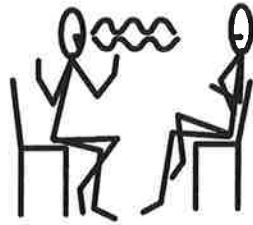
It is okay to say what you think.



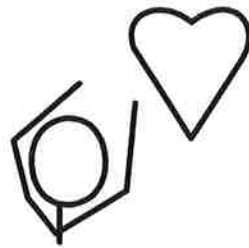
You can make a complaint.



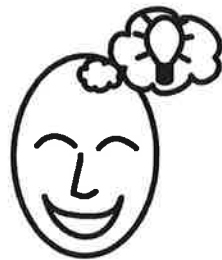
Complaints Manager,  
Kingsway Hospital,  
Derby,  
DE22 3LZ.



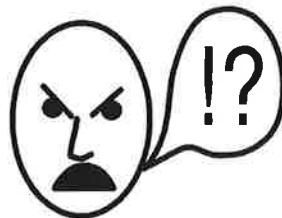
First you need to tell someone.



They will ask you what you want.



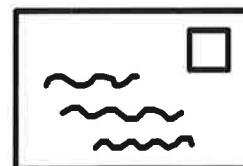
They will listen to your ideas.



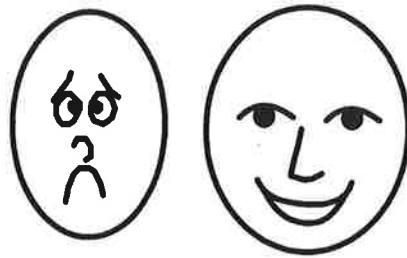
They will hear your complaint.



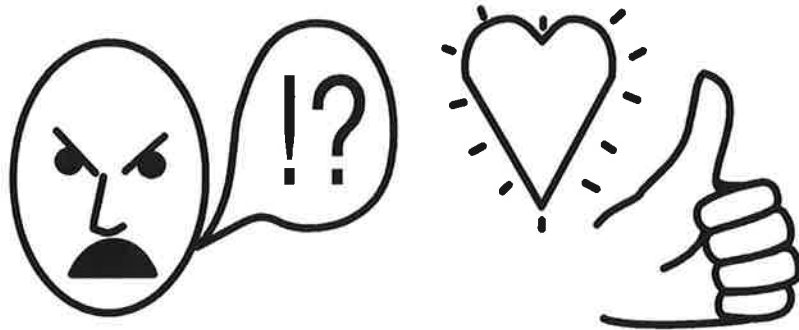
If you are still **not happy**



you can write a letter.



If you are unhappy or happy about something you can

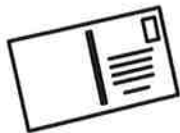


**complain or tell us something good.**

We can help you, please



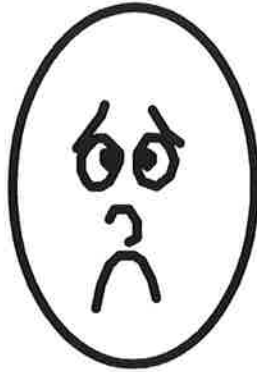
phone us on,  
or



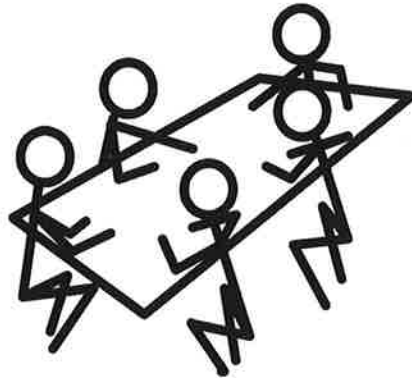
send us the card,  
or



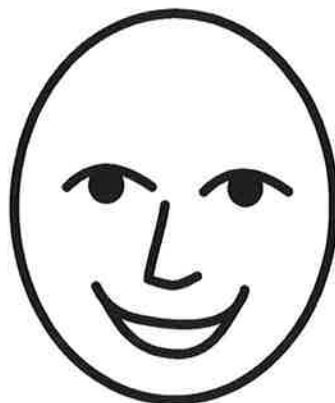
give the card to a  
health worker.



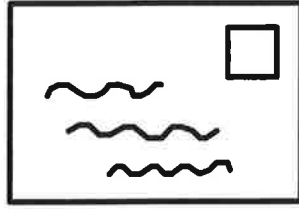
If you are still unhappy



a special meeting will listen to your complaint.



We will do everything we can to help you.



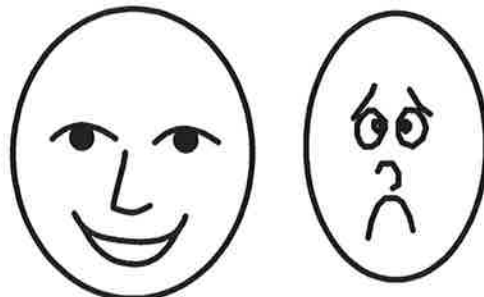
You can write to the Chief Executive.



Someone will try and help you, quickly.



You will get a letter to say what we will do.



Someone will ask if you are now happy or still unhappy.