Happy?
Got an idea?
Need to complain?

Compliments..... Suggestions..... Comments..... Complaints........

지원

Tear off the slip at the bottom of this leaflet and POST it in the ENVELOPE PROVIDED (no stamp needed) to
The Complaint Manager:-
Southern Health and Social Care Trust, Edenderry House, 18 Gilford Road,
Portadown, BT63 5ED

You can also telephone to speak to the Complaint Manager on
028 3839 8345, or

Send an e-mail message to the Complaint Manager at
centralpoint.st@southerntrust.hscni.net

My name is

I am_______ years old and I live at

The best way to contact me is:-

☐ ☐ telephone me at:________________________☐ ☐ write to me at the address above

☐ ☐ send me an e-mail to:________________________

Write your message on the Contact Card overleaf
If you are happy

Fill in the form below to tell us about the good service you have had. We will tell the people involved and try to learn so that others are happy too. Post it in the envelope (no stamp needed).

If you have a good idea

We would like to hear your comment or suggestion so that we can change things if we can. Fill in the form below and post it in the envelope (no stamp needed).

If you want to make a complaint because you are unhappy

You can complain if you are unhappy about the way you are being cared for or the service you are getting. We will do our best to improve things.

Often problems can be sorted out by talking to staff you feel comfortable speaking to such as your social worker, foster carer or key worker or someone else that you trust.

If you do not feel able to talk to any of these people or if you are not happy with how things are being handled, you can complete the form attached to this leaflet to tell the Complaint Manager. A person who is not involved in your care will then contact you to talk about how we can help you.

Other people can also help you to make a complaint or sort out your problems for example VOYPIC or NSPCC:-

Voice of Young People in Care (VOYPIC)
Telephone: 028 90 9024 4888 e-mail: info@voypic.org

NSPCC Childline
Telephone: 0800 1111

Or your local Citizen's Advice Bureau or the Patient Client Council

My message is:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Date: ____________________ Signature: ____________________