

Compliments, comments and complaints

Let us know what you think about
local community health services



Compliments



Comments



Complaints

We want to know about the services we provide:



- Doctors
- Dentists
- Pharmacists
- Opticians



Also

- District Nurses
- Community Nurses
- Public Health
- Community loans service



If your complaint is about other health services or the local authority we will tell you how to complain directly to them.

We want to know...



If you have an idea or a suggestion about services.

This is called a **comment**.



If a service or a member of staff was good.

This is called a **compliment**.



If a service or a member of staff was bad.

This is called a **complaint**.

How do I do it?

You can talk to someone you trust and ask them to do it for you. This may be:-



- A parent or family member
- A friend
- Your support worker
- A person from the community learning disability team
- An advocate (Cloverleaf)
- Or ICAS – the Independent Complaints Advocacy Service.



They can help you or you can talk to the Customer Service Team at NHS Calderdale on 0800 183 0912.



We will keep what you tell us confidential.

How do I do it?



You can talk to someone and ask them to do it for you.



You can write a letter to:
Customer Services Manager
NHS Calderdale
F Mill, 4th Floor
Dean Clough
Halifax
HX3 5AX

How do I do it?



You can telephone:

01422 281300.



You can email:

customerservices@calderdale-pct.nhs.uk

If you have a complaint...



You should tell us about it within 12 months.



We will try our best to sort things out. The Customer Services Manager will agree a timescale with you.



We will get back in touch with you and tell you what we found out. We will tell you what we plan to do.

If you have a complaint...



If you are still not happy with what we have done you can ask the Health Ombudsmen to review your complaint.

The Customer Services Manager will tell you how to do this.

Useful numbers:

NHS Calderdale – 01422 281300

Cloverleaf Advocacy - 01422 364057
Calderdale@cloverleaf-advocacy.co.uk

ICAS – 0300 456 8349
icas@carersfederation.co.uk

Calderdale Council – 01422 393882 / 393883

Calderdale and Huddersfield NHS Foundation
Trust – 01422 222417

South West Yorkshire Partnership NHS Foundation
Trust - Freephone 0800 587 2108

NOTES

NOTES

This leaflet was put together by the “Be Healthy” group;
part of Calderdale Learning Disability Partnership Board.

NHS Calderdale
F Mill, Dean Clough
Halifax
HX3 5AX

Switchboard: 01422 281300
Fax number: 01422 281301
www.calderdale.nhs.uk

If English is not your first language then the interpreting service can be accessed by telephoning the PALS Service on 0800 183 0912 (Freephone). This publication can also be made available in large print, audio tape, Braille or other languages by calling 01422 281 300.