



If you are still not happy you can phone the PHSO [Parliamentary Health Service Ombudsman] on:



0345 015 4033



Or e-mail
phso.enquiries@ombudsman.org.uk

This leaflet is designed as a teaching aid for use with people who have language difficulties and should not be used alone.

Produced by EPUT Speech & Language Therapy Inclusive Communication Service 01277 637230

Patient Experience Team

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the Patient Experience Team on 0800 085 7935 or you can email epunft.pals@nhs.net

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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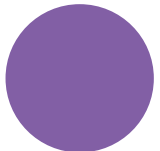
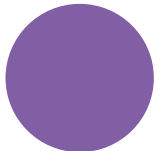
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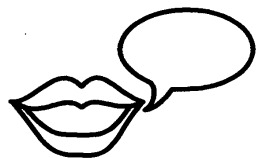
EP0345

Complaints, Comments, Compliments, Concerns



If you need help with this leaflet, please ask someone to go through it with you.





We want to hear from you whether you want to send a compliment, make a comment or if you are not happy with our services or staff.

You can get more help from our Patient Experience Team.

You can phone them on:



Essex: 0800 085 7935

You can also e-mail them at:



Essex : epunft.pals@nhs.net



Or you can phone the Complaints Team on :



01268 407817

You can also e-mail them at :



epunft.complaints@nhs.net



You can also write to:

Chief Executive:
Miss Sally Morris,
The Lodge,
Lodge Approach,
Runwell,
Wickford, Essex,
SS11 7XX



You can fill in a comments card. Please ask a member of staff for a card.



The Independent Complaints Advocacy Service [ICAS] can help with advice, information and support when making a complaint.

You can phone them on :



0300 456 2370

