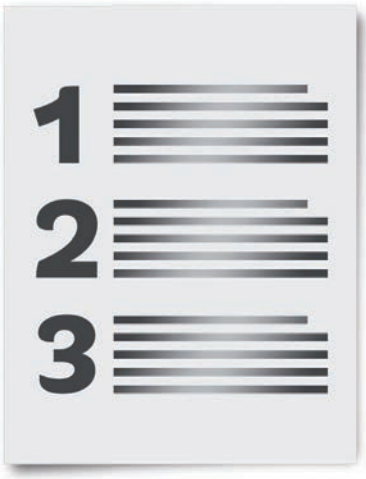
Provide community



How to complain





How to tell us you are not happy



We always try to give you the best care and service.



Sometimes things can go wrong.

You might not be happy with the care you get from us.



You can complain about this if you want to.

Complain means telling us you are not happy.



Some things you might not be happy about:



- the way staff talk to you or treat you



- staff did not support you to understand what was happening



- you do not get the care or support you need

How to complain



First thing you can do

Talk to the staff who you are working with. Tell them why you are unhappy.

Staff will try to sort it out straight away.

What to do if you are still unhappy or do not want to talk to staff



You can contact the Customer Services Team.

We will try to help you with your complaint.



We will:

- listen to you
- talk to staff
- try to sort out the problem



If you are still unhappy you can make a **Formal Complaint**.

The customer services team can tell you how to do this.



Staff will write down what you say about why you are unhappy.



We will send you a letter or email that says:



- why you have complained
- what we are going to do about it



- how long this will take



You will get a letter or email within 3 working days from the time you make the complaint.

This will show you we have got your complaint and explain what happens next.



We can take up to 28 working days to sort out a **formal complaint**.



We will always keep your information confidential and safe.

We will not tell anyone what you have said unless you say it is OK.

Customer Services



Telephone
0300 303 9952



Email
provide.customerservices@nhs.net



Address

Customer Service Team

900 The Crescent

Colchester Business Park

Colchester

Essex

CO4 9YQ

Voiceability



You can also contact the Voiceability. They can help you complain to NHS services.



You can talk to one of their Advocates.



An advocate is a person who can help you speak up for yourself.

An advocate can speak up for you if you want them to.

Contact Voiceability



Telephone
0300 303 1660



Email
helpline@voiceability.org

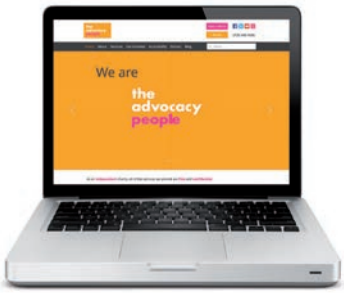


Website
www.voiceability.org/support-and-help/making-a-complaint-about-your-care

If you live in the south of England, please contact The Advocacy People.



Telephone
0330 440 9000



Website
www.theadvocacypeople.org.uk