



What Happens?

- We will listen to what you tell us
- We will find out what happened
- We will apologise
- We will put things right



If you are still unhappy, you can talk to someone else.

Our contact details:



Phone: 01905 681517



Email: PALS@worcsmhp.nhs.uk

Or write to us at:



WMHPT PALS
Isacc Maddox House
Shrub Hill Road
Worcester
WR4 9RW



Worcestershire **NHS**
Mental Health Partnership NHS Trust



Complaints



Help when things go wrong

You may want to make a complaint:



When you are unhappy about your care



When you do not get the care you need

What can you complain about?

Any of our services.
They are for:



- Learning disabilities
- Mental health
- Substance misuse

Who can make a complaint?



- You



- Your family



- Your carers



- Or your advocate