

How to make a complaint

	Are you are unhappy about something that
	has happened to you when we have been
	caring for you?
	We want to try to put things right for you.
	You will not get into trouble for talking to us
	about what you are unhappy about.
	You can speak to one of the Managers
	within St Austell Healthcare by calling 01726
	75555 or by speaking to one of our
	receptionists at any of our sites.
	They will listen to your concerns and say
	how we can sort things out quickly for you.
	You can write to us at:
	St Austell Healthcare
	1 Wheal Northey
	St Austell
	Cornwall
	PL25 3EF
	Or by email: <u>complaints.sahc@nhs.net</u>
	We will try and help you with your
	concerns. If we can't help you we will tell
	you what you can do next.
	Sometimes it is better to have a meeting
	with doctors and nurses involved in your
	care to try and sort out your problems.
	Sometimes it is better if we ask someone to
	look into your concerns and then we will
	write to you.

What if I am still not happy?You can speak to us again and we will try to put things right if we can.Image: State of the state of t		
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PO Box 375 Hastings East Sussex TN34 9HU	SC/ap Advocate Promote	
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You can email them: Info@seap.org.uk		
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You can telephone them on: 0330 440 9000.		You can telephone them on: 0330 440 9000.