



Cedars Medical Centre



Do you want to make a complaint?



If you are unhappy let us know.



Tell us which service you want to complain about. You may want help from family, friends or your support worker to do this.



Tell us as much information as possible. This should include the following three things:



1. Dates, times and places.



2. Other People Involved



3. Any other documents you think may help



Complaints are confidential

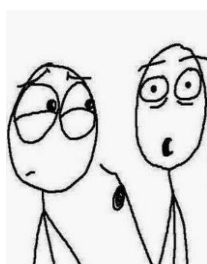


Please give us your NAME. If you don't give us your name we cannot reply to your complaint.



ADVOCATE

You can ask for an independent advocate to help and make the complaint for you.



Please tell us if someone else is making complaint for you and how to contact them



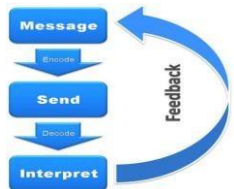
## Ways to complain:



By Phone – 0208 4299595



Speak with DENISE



Process



1. We will investigate your complaint



2. Call you for an informal meeting with the view to resolve



3. Finally, respond to your complaint



