

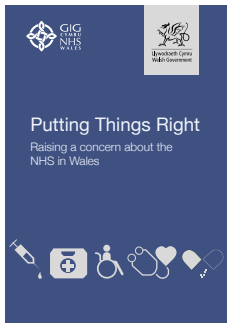
Putting Things Right

When you want to tell us that you are not happy about the NHS care you have had



This is an **Easy Read** leaflet from the Welsh Government





This is an Easy Read version of the Putting Things Right leaflet – Raising a concern about the NHS in Wales.



The NHS in Wales wants to give you the best care and treatment.



Most people are happy with the care and treatment they have in the NHS. If you have had a good service, please tell us.



But sometimes things go wrong. If you are not happy with your care and treatment please tell us.



You can tell us first or you can ask someone else to tell us.

Who can you talk to?



Tell the person who is looking after you. They can try and sort things out as soon as possible.



Sometimes you might not feel happy to talk to them. If this happens, you can contact the concerns team at your health board.

You can find the contact information for your concerns team at:



NHS Direct Wales telephone number:
0845 46 47
or 111 if available in your area



NHS Direct Wales website:
www.nhsdirect.wales.nhs.uk/complaints



You can ask the Community Health Council to help you with your complaint.

You can contact them on:



Telephone number 029 2023 5558



email: enquiries@waleschc.org.uk

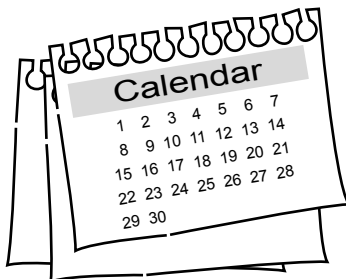
or go to their website at:
www.communityhealthcouncils.org.uk

When you tell us what is wrong

What happens next



The concerns team will write, email or telephone you to tell you that they have had your complaint.



They will write, email or telephone you again in 30 days and tell you what the investigation has found out.



If you are still not happy or if you need more help you can contact the Public Services Ombudsman for Wales on:



Telephone number 0300 790 0203



or go to their website at:
www.ombudsman-wales.org.uk



or write to the Ombudsman at:
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
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