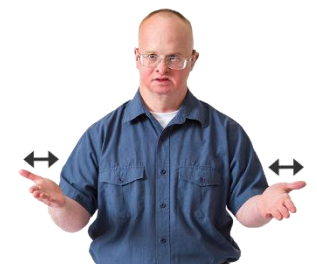


Tips for making a complaint or leaving a compliment about health or care services in Enfield



Tip 1



Where?

Make sure your complaint goes to the right place

Ask Healthwatch Enfield for help if you are not sure.

Tip 2



Give as much information as you can
What happened?
When?
Where?

Tip 3



Write down the date and time of
what happened to help you
remember.



If you know the name of the person,
you can write that down too.

Tip 4



Ask for a copy of the complaints procedure.



So you will know what to expect.

Tip 5



Write down a list of all your concerns.

Tip 6



If you are making a complaint, say that clearly at the start.

Tip 7



Try to avoid asking general questions.

Be clear about what you want.

Tip 8



Stay focused on the main problem.

Tip 9



Use respectful language.

Tip 10



Remember to leave your name and contact details.

Tip 11



Get help to make your complaint if you need support.



Look at our video on Advocacy or download our easy read document for more information about how to get help to make a complaint.

NEED MORE HELP?



Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

admin@healthwatchenfield.co.uk



Or write to us

(no stamp needed) at:

FREEPOST RTGT-SRCL-ABRS Healthwatch
Enfield
Community House
311 Fore Street
London
N9 0PZ

