THE STATION PRACTICE
How to make a complaint Easy Read Guide

	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 our receptionist who will arrange for our complaints lead to get in contact with you. 01424 464756
	You can write to us at; Station Plaza Health Centre Station Approach Level 3 Hastings East Sussex TN34 1BA
 	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 we may need 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.
 	Or you can contact the Ombudsman by writing, phone or website Public Service Ombudsman City Gate, 51 Mosley Street, Manchester M2 3HQ 0345 015 4033 www.ombudsman.org.uk/make-a-complaint
the advocacy people	Do you need someone to help you raise your concern or complaint? You can ask the Health Advocacy People who are a service that can support you in raising a complaint with the NHS You can contact this service via Call: 0330 440 9000 Web: www.theadvocacypeople.org.uk Email: info@theadvocacypeople.org.uk Write: PO Box 375, Hastings, East Sussex, TN34 9HU Text: 80800 start message with PEOPLE