

Listening to you

How to make a compliment



Tell us if your experience was good. Below are some ways you can tell us how you feel.



Fill out survey online using this link:

<https://www.smartsurvey.co.uk/s/yourviews>

**Care
Opinion**

What's your story?

Care Opinion is a website you can leave a review about our services. Visit the site here: www.careopinion.co.uk

**Tell us
what
you
think**



You could be asked to complete a Friends & Family Questionnaire or a Patient Survey or you might meet someone from our Engagement Team in a clinic or health centre.



Tell the people you are happy with, this can make them very happy they are doing a good job.

How to make a complaint

We want to know about your healthcare experience with us.

Your comments will help us improve services for you and others.



You can make a complaint if there has been a problem with your care.



You can tell us what you think or a family member or carer can.



Anyone can make a complaint.

How to make a complaint. Please tell us



Tell us about what has happened. Including, where, when and who was involved. Include your name, date of birth and contact information.

Contact Locala's Customer Liaison Team



You can ring us:

Telephone: 030 3003 4529 (Choose option 2)

A 24 hour voicemail service is available.



You can email us: enquiry@locala.org.uk



The Customer Liaison Team are in the office
Monday – Friday.



9:00am to 4:00pm (excluding
bank holidays).



You can write to us:

Customer Liaison Team
Locala Community Partnerships Freepost
plus RSTJ-EYJA-UCTB

1st Floor Beckside Court
Bradford Road Batley

WF17 5PW



You should complain within a year of
when it happened.



We will answer all complaints within three working days after receiving them to tell you what will happen next.
We will look into your complaint and get back to you in 40 days.

What if you are not happy with Locala's reply?



If you are not happy you can ask a company called Ombudsman to look at your complaint. You have one year from when Locala writes to you about your complaint to tell Ombudsman.

Parliamentary and Health Service
Ombudsman
Millbank Tower,
Millbank
London
SW1P 4QP



You can email Ombudsman:
phso.enquiries@ombudsman.org.uk



You can ring Ombudsman: 0345 015 4033.

Independent Complaints Advocacy Service



You might be able to get some support from an advocate. An advocate is someone who will help make sure your voice is heard, they are independent and will support you make a complaint.

How to contact an advocacy service in your area



Contact Advocacy Kirklees

You can email:

advocacy@touchstonesupport.org.uk

You can ring: 01924 460211



Contact Healthwatch Calderdale

You can email:

info@healthwatchcalderdale.co.uk

You can ring: 01422 399433



Contact VITAL Projects Bradford

You can ring: 01274 770118