



Write to: **PALS and Complaints Team**  
Wayside House  
Wilson's Lane  
Coventry  
CV6 6NY



Phone: **0800 212 445** OR  
**024 7653 6804**



Email:  
**[pals.complaints@covwarkpt.nhs.uk](mailto:pals.complaints@covwarkpt.nhs.uk)**

If you require this publication in a different format or language please contact the Equality and Diversity Department on 024 7653 6802.



July 2017  
Review date: July 2018

UC6a  
V7

**NHS**

**Coventry and  
Warwickshire Partnership**  
NHS Trust

## Complaints Procedure

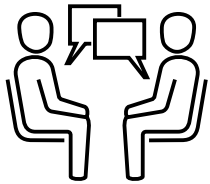
How we  
can help you



**Our Great Place**

**We are proud of the wide range of services our Trust provides. We want to keep making them better.**

Please help us to improve our services by letting us know what you think - your care will not be affected if you need to complain about it.



Talk to Staff



Write to: **PALS and Complaints Team**

Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY



Phone: **0800 212 445**

This is a Freephone number, you will not have to pay for this call from a landline

OR **024 7653 6804**



Email:

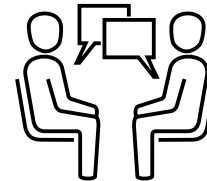
**pals.complaints@covwarkpt.nhs.uk**

We will get back to you and arrange to:



Write to you

**OR**



We can come and visit you

If you are still not happy after we've tried to help you, let us know. We can tell you what to do next.

