

Are you complaining because you feel you have been discriminated against?
Please tick here and we will involve our diversity team in any investigation.

Feedback (continued)

Where can I get more information or independent help?

For detailed information about the compliments, comments and complaints policy and procedure for NHS Herefordshire and Herefordshire Council, or to find out where your nearest customer service centre is, please visit our websites at www.herefordshire.gov.uk or www.herefordshire.nhs.uk

If you feel you need help with making a complaint about NHS Herefordshire or Herefordshire Council various independent services offer free advice and support.

For health care contact:

POhWER ICAS
County Building
St Mary's Street
Worcester
WR1 1LT
Telephone: 0845 337 3056

For children and young people either in or leaving the care of the local authority, contact:

"Speak Up" Children's Rights and Advocacy Service for Herefordshire, Tel 07977 257773 or 07800 959530

For council services including social care contact:

The Herefordshire People's Advocacy Network,
Advocacy House
103-104 East Street
Hereford
HR1 2LW
Telephone: 01432 263757
Email:
advocacy@herefordshire.com

Other services can also offer advocacy, help and independent advice including:

MIND - 01432 271643
Herefordshire Lifestyles
01432 277968
Citizens Advice Bureaux
0844 826 9685
Patient Advice and Liaison Service 01432 383 535

The information you provide will be used by Herefordshire Council and NHS Herefordshire (as Joint Data Controllers) to administer and investigate your complaint and to improve the provision of services. We will not normally share your information with other organisations without your consent, unless we are required to by law, to protect public safety, in risk of harm, or emergency situations. All information collected about you will be processed in accordance with the Data Protection Act 1998. Further information can be found on our website at www.herefordshire.gov.uk or alternatively by requesting a copy of our Complaints Handling Privacy Notice from the Customer Insight Unit.

If you would like help to understand this document, or would like it in another format or language, please call 01432 260500 or e-mail info@herefordshire.gov.uk

Herefordshire Council and NHS Herefordshire

Making experiences count

Compliments, comments or complaints

We are committed to providing high quality services. To do this we need to know what you think about your experience. Your comments and compliments as well as your complaints will help us in making decisions about the services we provide and how we can improve them.

Whatever your views, we would like to hear from you!



