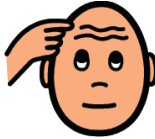




Tell us what you think



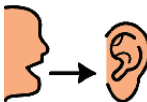
We want to listen to what you think about your services



We welcome your:



- Ideas



- Comments



- Complaints



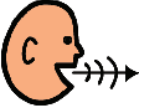
- Compliments



How are we doing?



If you are not happy with the job we are doing



You can talk to:



- A member of staff



- The Manager

OR

Ask your advocate to speak for you

OR



- Talking on the phone



- Sending a letter



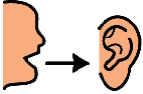
- Or meeting with the Complaints Department staff



We will help you with this or find someone who can



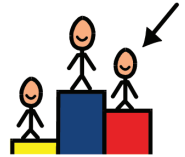
If you are happy with the job we are doing



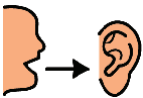
- Please let us know



- It is good to know when we are getting things right



If you have an idea about things we could do to make the service better



- Please let us know



- It is your service we want you to tell us how we can make it better

We will listen and help you it is our job



Contact Information



Telephone: 028 7161 1226
SMS Text: 077 80 94 97 96



Address for letters:
Complaints Department
Trust Headquarters
Altnagelvin Area Hospital
Londonderry
BT47 6SB

This leaflet was compiled by
the Advocates of Ravara TRC
for use by all HSC Trusts

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