

Are you happy with the  
way you have been treated?



Happier | Healthier | Hopeful

Making a compliment, comment or complaint

**It's okay to say some nice things**

Do you have something nice to say?

This could be about anything, such as:

- Staff listening to you
- Staff who help you
- Staff who explain things
- Food available
- Having a choice
- Staff who treat you well



## What might you complain about?

If you are unhappy about something, you can make a complaint.

This could be about anything, such as:

- Staff not listening to you
- Staff not explaining things
- Being ignored
- Not having a choice
- Food available
- The way staff treat you

# It's OK to tell people your ideas

You may have a good idea about how we can make things better.

This could be about anything, such as:

- Being involved in your care
- Better signs
- Making things easier to understand
- Maps and picture

## Who can you tell?

- You can tell anyone you trust
- Talk to a member of staff
- Tell your family or a friend and ask them to talk to us for you
- Talk to an Advocate
- Contact the Experience of Care Team

## Contact Us

Write to us at:

Experience of Care Team

Maglona House

68 Kingstown Broadway

Carlisle, CA3 0HA

Send us an email:

PET@cumbria.nhs.uk

Telephone 01228 602128

Freephone 0800 633 5547

Send us a Text: 07827 312 699

**These are people who will listen and help you.**

### **Additional Information**

If you would like this factsheet in another language or format, e.g. Braille, large print or audio, you can do so by contacting:

### **Membership and Communications Department**

Voreda | Portland Place | Penrith | CA11 7QQ

T: 01228 603890 | E: [communications.helpdesk@cumbria.nhs.uk](mailto:communications.helpdesk@cumbria.nhs.uk)