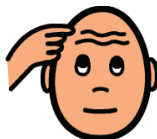




Tell us what you think



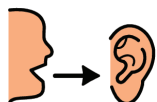
We want to listen to what you think about your services



We welcome your:



- Ideas



- Comments



- Complaints



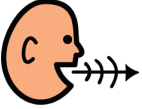
- Compliments



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



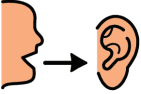
- Or meeting with the Complaints Department staff



We will help you with this or find someone who can



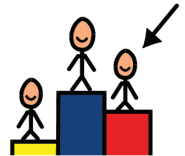
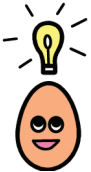
If you are happy with the job we are doing



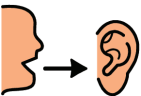
- Please let us know



- 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



Contact Number

(028) 9056 1427



Address for letters

Complaints Manager
South Eastern HSC Trust
Lough House (Old Home)
Ards Hospital
Church Street
Newtownards
BT23 4AS

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

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