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Putting Things Right

Making a Complaint

Medical equiptment

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| correct | The NHS in Wales wants to give you the best care and treatment. |
| happy | Most people are happy with the care and treatment they have in the NHS. |
| sad | But sometimes things go wrong.  If you are not happy with your care and treatment please tell us. |
| helper | You can tell us or you can ask someone else to tell us. We will always speak to you first. |
| hospital  complaints procedure | You can talk to the staff involved with your care and treatment or you can contact the Concerns team about your complaint. Their contact details are on the back page of this leaflet. |
| month 1 | We will send a letter letter to you to say we are looking into your complaint. We will ask you all about your complaint and we will normally reply to you within 30 working days. |
| leaflet | This leaflet is an ‘Easy Read’ version of the NHS Wales and Welsh Government booklet ‘Putting Things Right – Raising a concern about the NHS from 1 April 2011’. |

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| telephone  email 1 | You can contact BCUHB Concerns Team by phone, email or letter:  01248 384194  ConcernsTeam.bcu@wales.nhs.uk |
| letter | The Concerns Team  Ysbyty Gwynedd  Bangor Gwynedd  LL57 2PW |
| If you need help you can contact your local Community Health Council. | |
| telephone | Bangor Office: 01248 679284  Wrexham Office: 01978 356178 |
| email 1 | admin@bcchc.org.uk |
| sad | If you are still not happy or need more help contact: Public Services Ombudsman (Wales) :0845 601 0987  [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)  1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ |