

## **Complaints a guide for patients relatives or carers**

Eye care medical welcomes any comments you may have on the service we provide, whether this is a complaint, suggestion or a complement.

There may be times when you are not satisfied with your care or treatment

### **Our aim is to: Listen, Respond and Improve**

If you are unable to make the complaint yourself you can ask a family member or carer to do so on your behalf

### **Making a complaint**

In line with NHS Policy, your care will not be compromised because of your complaint.

Step 1: Speak to our staff and express your concerns and they will try and resolve the issue.

Step 2: If your complaint is not resolved to your satisfaction in Step 1 you can write in to our complaints manager

[eyecare.medical@nhs.net](mailto:eyecare.medical@nhs.net) or Telephone: **01625511359**

Step 3 : If the issue is still unresolved You can contact **Cheshire CCG** at Email: [cheshireccg.patientexperience@nhs.net](mailto:cheshireccg.patientexperience@nhs.net)

Tel: **0800132996**

You can get help with your complaint from: **Patients Advice and Liaison services ( PALS)**. [cheshireccg.patientexperience@nhs.net](mailto:cheshireccg.patientexperience@nhs.net)

Tel: **080013299**

**Healthwatch Cheshire offers a free Independent Complaints  
Advocacy Service (ICAS) Telephone:0300 3230006  
Email:[info@icascheshire.org.uk](mailto:info@icascheshire.org.uk)**