

**MAKING A COMPLAINT.**

**We are committed to the provision of high quality care and continuous improvement.**

**If we fail to meet expectations, in any way, we hope that people will tell us.**

**If you are unhappy with any aspect of your care, treatment or visit please speak in the first instance with a member of staff, or a Manager as we would like to take the opportunity to put things right immediately.**

**Written complaints can be made to**

**Mrs J Huttley Clinical Director/ Registered Manager.**

**You can get a copy of our complaints policy from any member of staff on request.**

**We treat all complaints with the same seriousness whether verbal or written, and want to learn from your experience.**