

## How do I complain?

In the first instance it is usually better to complain to the person who is offering you the service. Tell that person what the problem is and how you would like it to be resolved. If it is a health related problem and you remain unhappy you can speak to the Patient Advice and Liaison Service (Tel. 08000 151 548 for those calling within Gloucestershire). All organisations including 2gether NHS Foundation Trust, Community and Adult Care Directorate, and Carers Gloucestershire have complaints procedures and you can write or telephone at their central offices.

Carers Gloucestershire can help you make a complaint.