



Compliments, comments concerns and complaints



Please let us know if you are happy or unhappy with your care.



If you are worried about your care, speak to:



- Your key worker
- The ward manager
- The service manager



You can also speak to the complaints team. They can help you.



If you want the complaints team to contact you, please give us your details on the right.



Name _____

Address _____



Postcode _____



Telephone
/ textphone _____



Email _____



Mobile / text _____



Sign _____



Date _____



You can give this form to the:

- ✓ Ward manager
- ✓ Service manager



Or you can send it to:

Complaints manager
North East London NHS
Foundation Trust
Phoenix House
Christopher Martin Road
Basildon
Essex SS14 3EZ



Or you can call:

0300 300 1711

Monday – Friday: 9am – 5pm



NELFT provides community and mental health services for people of all ages in Essex and the London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest.

NELFT NHS Foundation Trust

Trust Head Office, Goodmayes Hospital, Barley Lane, Ilford, Essex IG3 8XJ. Tel: 0300 555 1200.

