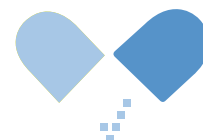
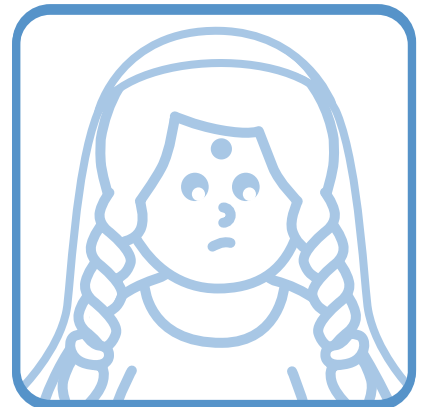
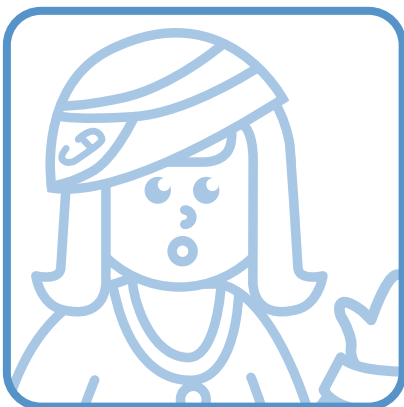
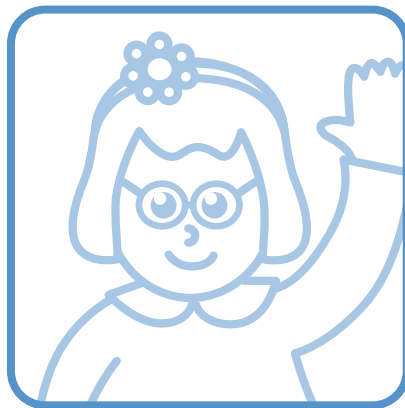
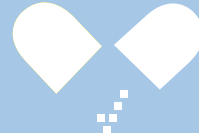


Putting Things Right

Raising a Concern about Health Services from April 2011





Hello!

Nurses, doctors and other people working in the health service try hard to make sure you are looked after properly when you are sick. But sometimes you may be unhappy with the way you have been treated.

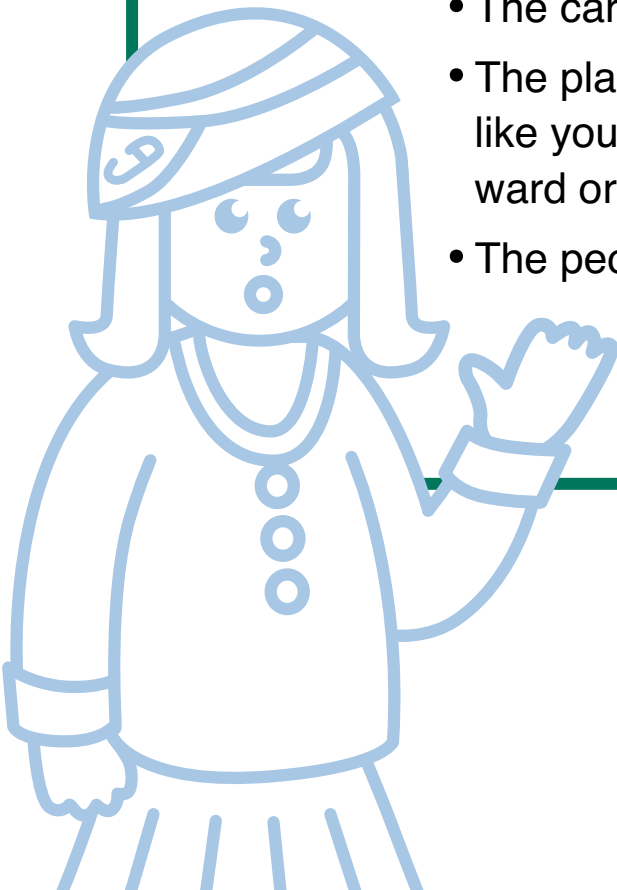
A **concern** is speaking up about something you feel unhappy about or do not like which makes you feel angry or upset.

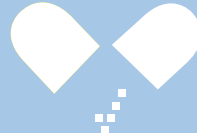
It is important to tell someone if you are not happy, so that they can put it right.

A concern could be about:

- The care or treatment you have had
- The place where you had treatment like your doctor or dentist, a hospital ward or ambulance
- The people who have looked after you

This leaflet tells you what to do if you have a concern.





If you have a concern, you should tell someone as soon as possible. The staff can then try to sort it out straightaway and make changes so it does not happen again.

But what if I don't want to speak to the staff looking after me?

If you do not want to tell a member of staff yourself, then ask your mum, dad or carer.

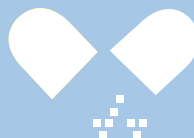
I don't want to do that - is there anyone else I can talk to?

Yes there is! Get in touch with **Meic**, the advice and support helpline for children and young people in Wales. It's free and you can contact them at any time by calling **080880 23456** or text **84001**.

If you want to know more - go to **www.meiccymru.org**. The people at Meic can help you sort out your concern.

Great!





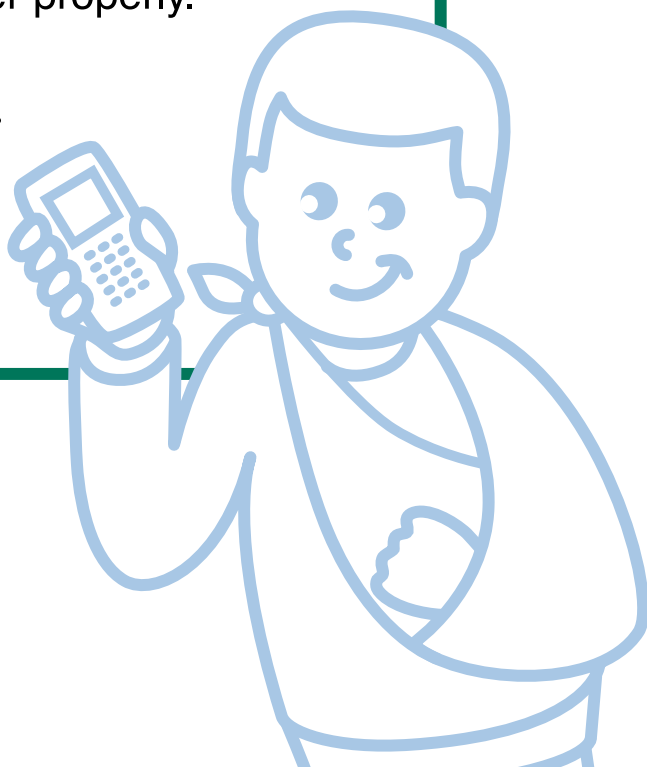
**What will happen
once I've raised
a concern?**

Someone at the place you had your treatment might want to talk to you about what happened - don't worry, you will be able to have a friend, relative or advocate there to help you all the way along.

They will then investigate your concern and tell you what they found out. They will also tell you what they are going to do about it.

After this, if you are still not happy you can ask the Ombudsman to look into what happened. The Ombudsman is independent and can check if you have been looked after properly.

**The phone number is
0845 601 0987 - remember
you can ask someone to
help you if you want to
contact the Ombudsman.**



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