

# We are here to help

Please contact us:

## Complaints Manager



Livewell Southwest  
Windsor House  
Tavistock Road  
Plymouth  
PL6 5UF



Tel: **01752 435201**



Email: [customerservicespch@nhs.net](mailto:customerservicespch@nhs.net)

WWW: [livewellsouthwest.co.uk](http://livewellsouthwest.co.uk)



Livewell Southwest



@livewellsw

LSW/FMS/11-2017/Pictures from Clip Art

Supporting people to be Safe, Well and at Home

### How did we do?

### Tell us



## Good or Not Good?

### We are here to help

Supporting people to be Safe, Well and at Home

# We are here to help

This leaflet explains how you can:



Say something **good/nice**



Say if you are **not happy**



LISTEN

We are here to listen and learn.



If you are happy or want to discuss a concern:



Please speak to a member of staff who will try to help you.



If you are unhappy you can:



Write to us



Phone



Email



We can meet with you



Your information will be kept safe. It will not change how you are treated.



Someone else can complain for you.



The Advocacy Service can also support you: Tel: **0330 440 9000**

Email: **[info@seap.org.uk](mailto:info@seap.org.uk)**