We provide high quality integrated mental health, learning disability and community health services in Leicester City, Leicestershire County and Rutland.

All our staff strive to provide the best possible care. However, occasionally things can go wrong and you might feel unhappy about the care or treatment you or someone you care for has received.

If this is the case, the first thing you should do if you feel able, is talk to a member of staff at the place the care or service was provided to try to resolve things.

If you don’t feel able to raise your complaint with the service, or are not satisfied with their response please contact our Complaints Team who will be happy to support you through this process. We will get in touch with you within three working days to let you know what we are doing to investigate and when you can expect to hear from us. We assure you that your future care and treatment will not be affected should you make a complaint.

How to get in touch with us:

**Tel:** 0116 295 0831
**Monday to Friday 9am - 5pm**

**Email:** Complaints@leicspart.nhs.uk

**Fax:** 0116 2950843

**FREEPOST RSUL-LSXC-AGJU**
**Complaints Team**
**Leicestershire Partnership NHS Trust**
**Lakeside House**
**4 Smith Way**
**Grove Park**
**Enderby**
**Leicestershire LE19 1SX**

Independent advice

**NHS Complaints Advocacy Service**
POhWER provides free independent advice on how to make a complaint about the NHS.
Telephone: 0300 456 2370 or visit www.pohwer.net

**The Health Service Ombudsman**
If you make a complaint and, after going through our complaints procedure, you are not happy with the way we have dealt with it, you can ask the Health Ombudsman to look into your complaint. The Ombudsman carries out independent investigations into complaints about the NHS in England to help improve services. More information is available from:
Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London. SW1P 4QP
Complaints helpline: 0345 015 4033
Website: www.ombudsman.org.uk
Email: phso.enquiries@ombudsman.org.uk
If you need this information in another language or format please telephone 0116 295 0994 or email: Patient.Information@leicspart.nhs.uk

Arabic
إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتقسيم مختلف، يرجى الاتصال بنا رقم 0116 295 0994 أو إرسال بريد إلكتروني إلى: Patient.Information@leicspart.nhs.uk

Bengali
যদি এই তথ্য অন্য কোন ভাষায় বা ফর্মেটে আপনার দরকার হয় তাহলে ডায় করুন 0116 295 0994 নম্বরে কোন করন বা Patient.Information@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

Traditional Chinese
如果您需要将本资讯翻译为其他语言或用其他格式显示，请致电 0116 295 0994 或发电子邮件至: Patient.Information@leicspart.nhs.uk

Gujarati
છે તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોડાય હોવ તો 0116 295 0994 પર ટેલિક્લેફન કરો અથવા Patient.Information@leicspart.nhs.uk પર ઈમેલ કરો.

Hindi
अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कूप्या 0116 295 0994 पर हुमेहंस फोन करें या Patient.Information@leicspart.nhs.uk पर हुमेहंस ईमेल करें.

Polish
Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formacie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0994 lub za pośrednictwem poczty elektronicznej na adres: Patient.Information@leicspart.nhs.uk

Punjabi
ਜੋ ਉਹ ਦਿਹੜਾਂ ਦੀ ਮਸ਼ਹਦਰੀ ਦੀ ਰੇਟ ਜਾਣਾ ਸੀ ਅਨੁਸਾਰ ਹੋ ਕੇ 0116 295 0994 ਪੈਸੀਲੇਟ ਵਿੱਚ ਮਨੀਕਸ਼ ਕੀਤਾ ਜਾਣਾ: Patient.Information@leicspart.nhs.uk

Somali
Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0994 ama email u dir: Patient.Information@leicspart.nhs.uk

Urdu
اکثر آپ کو معلومات کسی اور زبان یا صورت میں درکار بون تو براہ کرم اس نیلی فون نمبر 0116 295 0994 یا ای Patient.Information@leicspart.nhs.uk میل پر رابطہ کریں.