Step seven:
If you are not happy with how we have dealt with your complaint or with the outcome. The Manager will help you take the next step.

Step eight:
Now you are happy

Compliments
If you are pleased with the way you have been treated and with the care you receive. You could let us know by: telling us (talking) or writing us a letter.

Contact:
Aileen Donkin
Registered Manager
Woodside Close
Tel: 0191 489 21 74

South Tyneside PCT
Clarendon
Windmill Way
Hebburn
Tyne and Wear
NE31 1AT
Tel: 0191 283 1000

South Tyneside Primary Care Trust is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

This information can be made available in another format or language on request.
Please contact Aileen Donkin
Tel: 0191 489 21 74

Woodside Close
Monkton Village
Jarrow
Tyne and Wear
NE32 5AB
**Step one:**
Tell us what is upsetting you and why

If your complaint can be sorted by you talking to the person you are unhappy with - we can help you do this.

**Step two:**
Our promise to you is that we will treat what you say in confidence.

We will only tell people that need to know - we will also tell you who we tell.

**Step three:**
After you have talked to them and if you are still upset about how they are treating you, we could talk to them for you.

**Step four:**
If you do not feel you can talk to us, we will find you an Advocate who will help you to talk about it.

**Step five:**
If we think your complaint needs to go to POVA - (Protection of Vulnerable Adults). We will help you in this process. We can also provide you with an easy to read copy that will explain everything to you.

**Step six:**
We will make sure that the care you receive will **not** be affected after you make a complaint. If you are worried about this we will help you.