Got an idea?
Happy?
Need to complain?

Children and Young People’s Services

Please post to:
Corporate Complaints Officer
Trust Headquarters
Craigavon Area Hospital
68 Lurgan Road
Portadown BT63 5QQ

Telephone or Email
Tel: 028 3861 4150
Email: complaints@southerntrust.hscni.net

Other people can also help you to make a complaint or sort out your problems for example VOYPIC or NSPCC:

Voice of Young People in Care (VOYPIC)
Tel: 028 90 9024 4888

NSPCC Childline
Tel: 0800 1111

Or your local Citizen’s Advice Bureau or the Patient Client Council

Please write your message on the card overleaf

Telephone or Email
Tel: 028 3861 4150
Email: complaints@southerntrust.hscni.net

If you are a smart phone user you can scan the QR Code for more information on the CAMHS Service or log on to:
www.younghealthymindsni.co.uk

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Children and Young People’s Services
Fill in the form below to tell us about the good service you have had. We will tell the people involved and try to learn so that others are happy too. Post it in the envelope (no stamp needed.)

We would like to hear your comment of suggestion so that we can change things if we can. Fill in the form on the left and post it in the envelope (no stamp needed).

You can complain if you are unhappy about the way you are being cared for or the service you are getting. We will do our best to improve things.

Often problems can be sorted out by talking to staff you feel comfortable speaking to such as your social worker, foster carer or key worker or someone else that you trust.

If you do not feel able to talk to any of these people or if you are not happy with how things are being handled, you can complete the form to the left of this leaflet to inform the Corporate Complaints Manager.

A person who is not involved in your care will then contact you to talk about how we can help you.

My Name is: __________________________________________________________
I am _______ Years old and I live at ______________________________________
______________________________________________________________

The best way to contact me is: (Please tick & complete one or more options)
☐ Telephone me at ______________________________  ☐ Write to me at the address above
☐ Send me an email to ______________________________________________

Please describe your Complaint / Idea etc. below...
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Date: / /  Signature: 