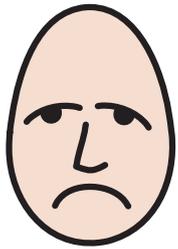
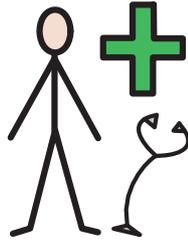
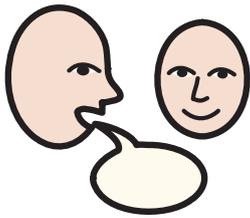


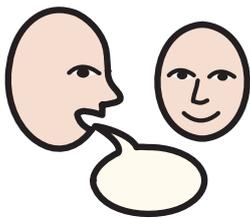
How to complain



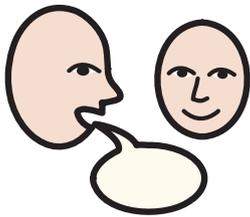
We want you to tell us if you are not happy.
We will not treat you badly if you speak up
about something you do not like.



Talk to your doctor or nurse.



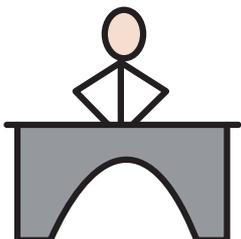
Talk to someone you trust.



Talk to the Pals team.



If you are still unhappy, they will talk to our Complaints team.
You can talk to them yourself too.
This is our Complaints team.



The Chief Executive will write to you
to tell you what we are doing to make things better.