INDEPENDENT HEALTHCARE ADVISORY SERVICES
Independent Healthcare Advisory Services
Centre Point, 103 New Oxford Street, London WC1A 1DU. Tel: 020 7379 8598, Fax: 020 7379 8586
Website: www.independenthealthcare.org.uk

A Child & Parent Guide

Mumbles & Grumbles

Do you have something to say?

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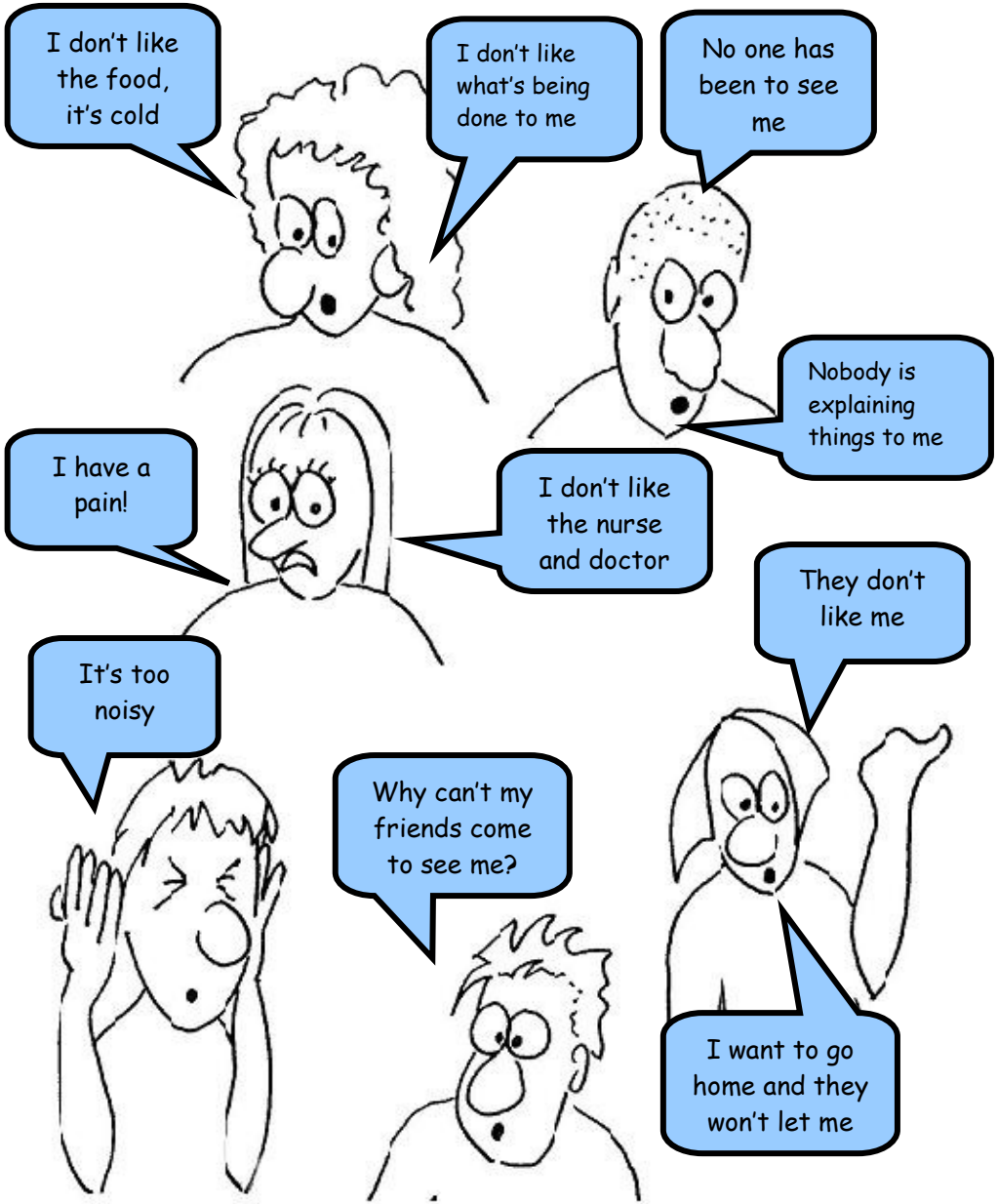

Who Can I Tell? or Can I Write To You?

A Friend

Parents or someone in the family

Your Nurse or someone else on the ward

Anyone you can trust

Your Doctor

Your Teacher

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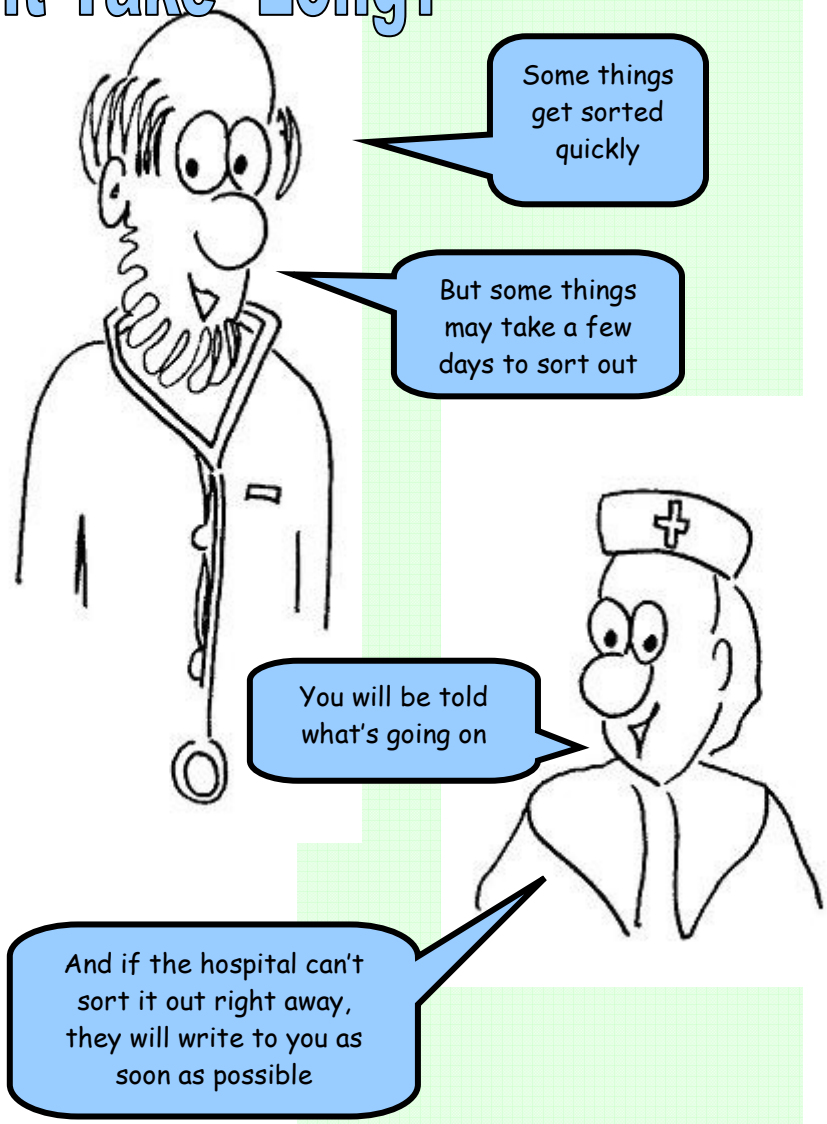
Will I Get into Trouble or Will I get Someone Else into Trouble?

Will it Take Long?



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YES:

Everything is sorted!

No:

Ask to speak to a Hospital Manager & tell them why you are unhappy

What Happens Next?

You have helped us to make things better for everyone

Notes on your feelings have been written down

If you are still not happy why don't you write to the Independently Healthcare Forum (IHF) or get someone to write for you

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Notes For Parents/Representatives

Should your child's complaint not be dealt with to your satisfaction you may take this further on your child's behalf

Please refer to the booklet:

"Making a complaint in the Independent Sector"
A Guide for Patients

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