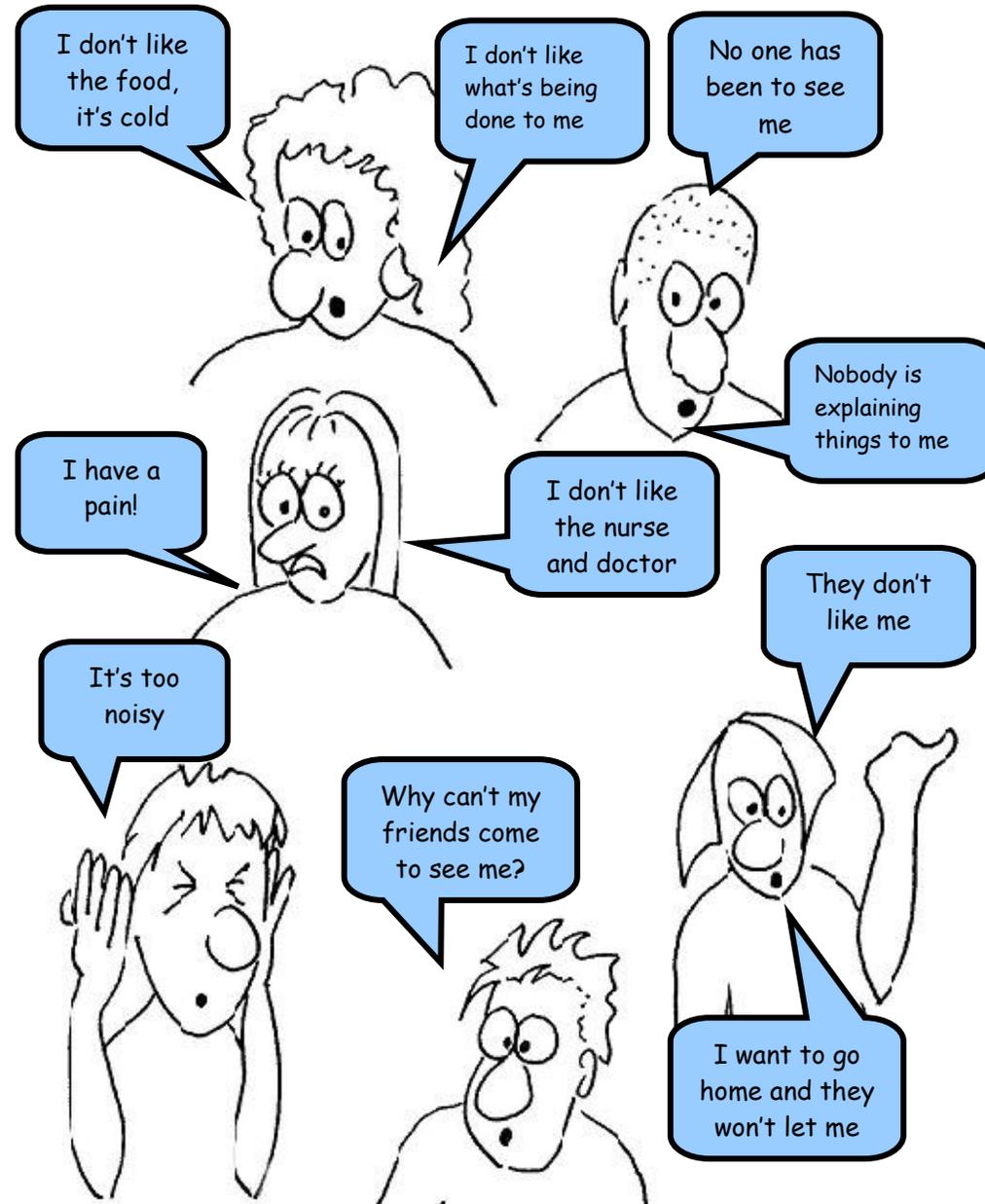


## A Child & Parent Guide

# Mumbles

# & Grumbles



# Who Can I Tell?

or

# Can I Write To You?



Your Nurse or someone else on the ward

A Friend

Parents or someone in the family

Anyone you can trust

Your Doctor

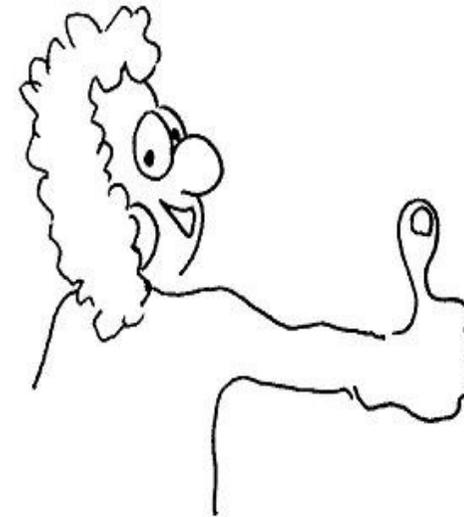
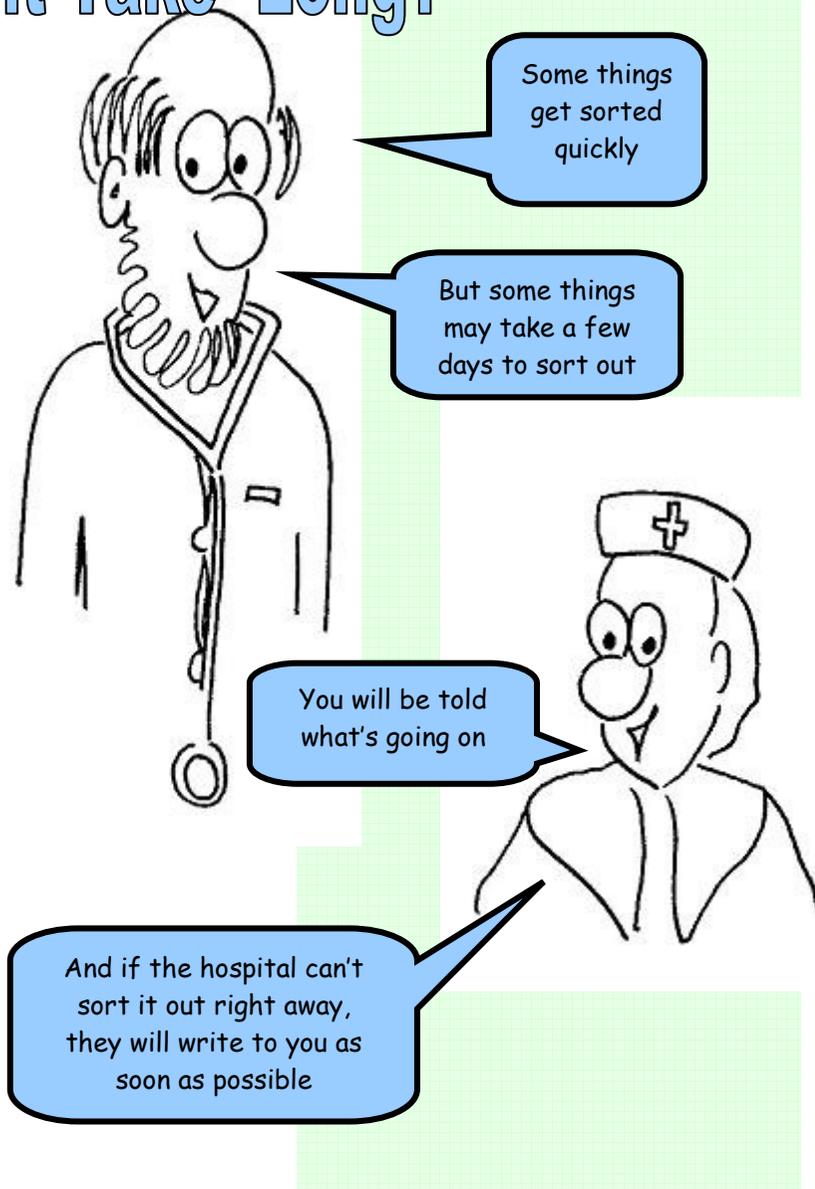
Your Teacher

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

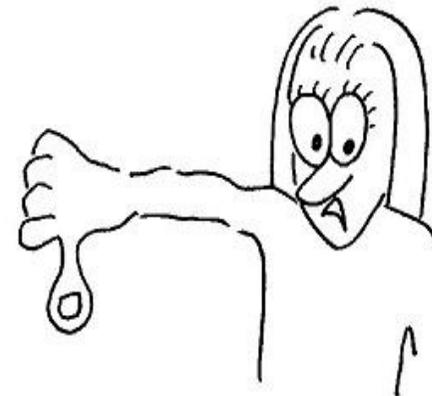
No, but it will help you feel better and it will help us to make things better.



## Will it Take Long?



**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



## 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*

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](http://www.independenthealthcare.org.uk)



Illustrated by Dean-David Holyoake (2004) Priory Healthcare in appreciation of the Independent Healthcare Advisory Services