

# How to complain about a health or social care service provided by HCRG Care Group



This is an EasyRead version of How to complain about a health or social care service

## About this leaflet



Sometimes things go wrong with our health services or care services



This leaflet tells you what to do if you or your family want to make a complaint

# How to complain

If you are not happy with the care we provide, you can complain. You can make a complaint by

- Speaking to a staff member in the service

## You can also write to

HCRG Care Group  
The Heath Business and Technical Park  
Runcorn  
Cheshire,  
WA7 4QX

You will be told how we will look into your complaint and how long it will take us to respond to you.

## Want some help or support making a complaint?

Your local council will be able to put you in touch with an advocacy service who can support you or speak to a member of the team

You can find our complaints policy on our website [www.hcrgcaregroup.com](http://www.hcrgcaregroup.com)

You can also ask in service for details of the NHS organisation or local authority that commissions us.

### Contact Details