

Tell us what you think

An Easy Read guide



This is for you if something has not gone well at our clinic.

It tells you how to let us know.



It is OK to tell us.

We want to know if something has gone wrong.

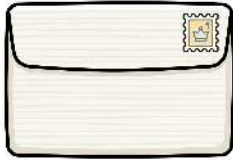
When we know, we can put it right.



Telling us **will not** change the care you get from us.

You will still be looked after.

How to tell us



By post

Send a letter to:

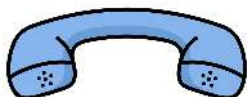
Lilli Hennell
AtWell Clinic
164 Station Road
Balsall Common
CV7 7FD



By email

Send an email to:

hello@wellclinics.co.uk



By phone

You can call us on:

01676 545111

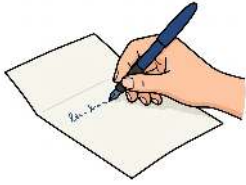


In person

Come and talk to someone at reception.

They will listen and help.

What happens next



We will write back to say we got your message.

This will be within **3 days**.

We do not count Saturdays or Sundays.



We will look into what happened.

We will send you a full reply.

This will be within **20 days**.

If you are still not happy



If you are not happy with our reply,
another team can look at it for you.

It is free.

You can find them at:

iscas.cedr.com

Need some help?



If you need help to fill in our form,
we can help you at reception.

A friend or family member can help too.



What you tell us is kept **private**.

Only the people who need to know will
see it.