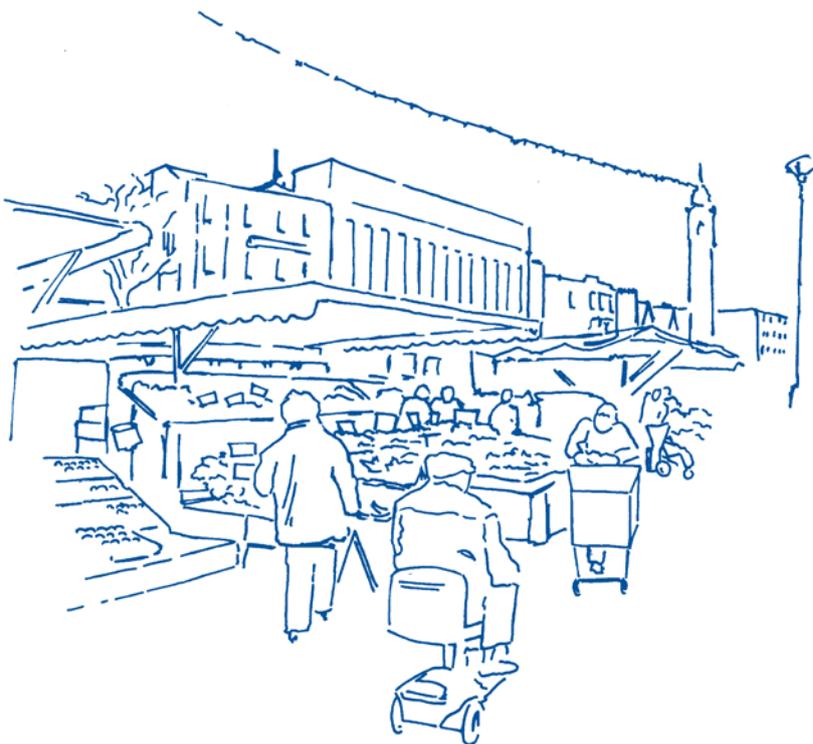


## Complaints Guidance

This leaflet explains what to do if you have a complaint. We recognise the importance of feedback from patients and the public. We treat all complaints seriously and aim to resolve them as quickly as possible.



Tel: 020 3049 3240

Email: [LEWCCG.complaints@nhs.net](mailto:LEWCCG.complaints@nhs.net)

## How to make a complaint

You can make a complaint in writing, by email or over the telephone. It is always best to make your complaint as soon you can and not more than 12 months after the incident or issue occurred. This is important as complaints made more than 12 months after the incident will not usually be investigated unless there is a genuine reason why the complaint could not be made sooner.

## Who can complain?

Anyone who is receiving, or has received NHS treatment or services can complain. If you are complaining on behalf of someone else, in most cases we need to get their written consent before we can disclose their personal health information to you. A form will be sent to you with our acknowledgement of your complaint.

## Patient Advice Liaison Service (PALS)

Often the quickest way of dealing with a concern is by raising it directly with a member of staff as soon as you can. They will try to deal with the matter as quickly as possible. Or you can ask us to deal with your complaint informally as a 'concern'. Our PALS and Complaints Team will then raise the problem on your behalf with the service or staff member concerned without you needing to go through the formal complaints procedure.

If you would like to raise a formal complaint you can discuss this with the PALS and Complaints Team who will give you general advice about the complaints procedure and tell you who to contact.

## Who to contact?

**If your complaint is about a hospital service** please contact the hospital's Complaints Department.

**If your complaint is about a GP, dentist, community pharmacist or optician** please contact the practice directly in the first instance. If you are unable to resolve your complaint with the practice, please contact NHS England:

**Phone:** 0300 311 22 33 (this is a local number)  
**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
**Address:** PO Box 16728, Redditch, B97 9PT

**If your complaint is about NHS Lewisham CCG and the service it commissions** please contact NHS Lewisham CCG:

**Phone:** 020 3049 3240  
**Email:** [LEWCCG.complaints@nhs.net](mailto:LEWCCG.complaints@nhs.net)  
**Address:** Chief Executive, Cantilever House, Eltham Road, London SE12 8RN

**If your complaint is about a mental health service** please contact SLaM:

**Phone:** 020 3228 2444  
**Email:** [Complaints@slam.nhs.uk](mailto:Complaints@slam.nhs.uk)  
**Address:** Complaints Department, Maudsley Hospital, 111 Denmark Hill, SE5 8AZ

## What to expect when you make a complaint

If you make a complaint you can expect a written acknowledgement within three working days of the receipt of your complaint and a full written response to your complaint within 25 working days (where possible).

To help us investigate your complaint please include details of your concerns, your contact details and how you want us to put things right.

When you receive a full response to your complaint it should address all the points you have raised and will also tell you what further action you can take if you remain unsatisfied.

## What to do if you are unhappy with the response

Please let us know. We will look again at any issues that you feel we have not dealt with properly and answer any other questions you may have. We may also be able to arrange for you to meet relevant managers to discuss your complaint.

If you are not satisfied with our response you can ask the Parliamentary and Health Service Ombudsman to review your complaint.

The Ombudsman is independent of the NHS and they will decide if they are able to investigate your complaint.

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

Phone: 0345 015 4033  
Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Support in making a complaint

If you need support in making a complaint please contact NHS complaints advocacy. The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS).

**Phone:** 0300 330 5454  
**Email:** [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)  
**Textphone Number:** 0786 002 2939  
**Fax:** 0330 088 3762