

Our service complaints procedure operates as part of the NHS system for dealing with complaints and meets the national criteria. This procedure is cross referenced with Safeguarding Procedures.

Our aim is that this system should:

- be easily accessible and well publicised
- be simple to understand and use
- allow speedy handling, within established time limits for action, and keep people informed of progress
- ensure a full and fair investigation
- Provide support and advocacy for those involved in a complaint
- Ensure patient confidentiality
- Address all the points of concern and provide an effective response and appropriate redress
- Learn from feedback and investigation outcomes so that services can be improved

If you have a complaint or concern

If you have any sort of concern about the service you have received from our organisation, please let us know. We hope that most problems can be sorted out easily and quickly at the time they arise. Please contact our **Administration office on: 0208 683 6734**

If however, this is not possible and you wish to make a formal complaint, please contact our Complaints Team, via email or in writing with the details of your complaint:

Quality Assurance Officer
Communitas Clinics Ltd
Brigstock Family Practice
83 Brigstock Road
Thornton Heath
CR7 7JH
swlccg.communitas.complaints@nhs.net

Ideally, we would like to be informed of your concerns/complaints as soon as they happen in order to help resolve any issues. Complaints must be made within 12 months of the date of the event that is the subject of the complaint or the date that the matter came to your attention. If this is not feasible, please provide us with details of your complaint, together with an explanation of the delay as soon as you are able.

If you are concerned regarding the safety of a child or vulnerable adult within our care please contact our service management team as above who can advise you of our Safeguarding procedures.

What we will do

We will acknowledge receipt of your formal complaint within three working days. A full investigation will then be carried out and we will provide you with a written response within 20 working days.

When we look into your complaint we will aim to:

- Find out what happened and what went wrong
- Give you the opportunity to discuss the problem if you would like to
- Ensure that you receive a full explanation where possible
- Identify what we can do to make sure the problem doesn't arise again

If you are not satisfied

We hope that you will use our complaints procedure, as we believe this will give both you and us the best opportunity to resolve the problem. If however, you do not feel comfortable raising your complaint with us, you can contact the local Commissioning Support Unit or Clinical Commissioning Group who can also give you general advice about the complaint procedure, via the contact details below:

For Greenwich complaints:

Write to: NHS Greenwich Clinical Commissioning Group
The Woolwich Centre
35 Wellington Street
London
SE18 6ND
Telephone: 020 3049 9000
Email: GRECCG.greccgcomp@nhs.net

Bexley complaints:

Write to: NHS Bexley CCG – Patient experience Team
Civic Offices
2 Watling Street
Bexleyheath
Kent
DA6 7AT
Telephone: 0800 328 9712
Email: bexccg.contactus@nhs.net
E Form: <https://www.bexleyccg.nhs.uk/Contact-Us/Contact-Us.htm>

Croydon complaints:

Write to: NHS South West London CCG
Third Floor
120 The Broadway
Wimbledon
London
SW19 1RH
Telephone: 0800 4561517
Email: contactus@swlondon.nhs.uk

For Sussex complaints:

Write to: NHS South, Central and West CSU
Patient Advice and Complaints Team
Lower Ground Floor, Crawley Hospital,
West Green Drive,
Crawley
RH11 7DH
Telephone: 0300 200 88 44
Email: SCWCSU.palscomplaints@nhs.net

For Barking, Havering and Redbridge complaints:

Write to: Complaints team
6th floor
North House
St Edwards Way
Romford
RM1 3AE
Telephone: 020 3688 1666
Email: redccg.complaintsbhrccgs@nhs.net

For Herts Valleys complaints:

Write to: The Nursing and Quality Team
The Forum
Marlowes
Hemel Hempstead
HP1 1DN
Telephone: 01442 898865 8am - 4pm
Email: hvccgpatientfeedback@nhs.net

For City and Hackney Complaints:

Write to: City and Hackney CCG
3rd Floor, A Block
St Leonards Hospital
Nuttall Street
London
N1 5LZ
Telephone: 020 3688 1666
Email: ELHCP.complaints@nhs.net
Web Form: <http://www.cityandhackneyccg.nhs.uk/have-your-say/complaints.htm>

For Tower Hamlets, Newham and Waltham Forest complaints:

Write to: Complaints Team
NHS North East London CCG
4th Floor—Unex Tower
5 Station Street
London
E15 1DA
Telephone: 020 3688 1666
Tower Hamlets Email: elhcp.complaints@nhs.net
Newham Email: elhcp.complaints@nhs.net
Waltham Forest Email: wfccg.complaints@nhs.net

Complainants have the right to approach the Parliamentary and Health Service Ombudsman, if they are dissatisfied with the way their complaints are dealt with or if they feel their complaint is of a very serious nature. Patients also have the right to approach the Ombudsman if they feel that this patient guide is inaccurate or misleading.

Write to: Parliamentary and Health Service Ombudsman
 Millbank Tower
 Millbank
 London
 SW1P 4QP

Telephone: 0345 0154033

Email: www.ombudsman.org.uk