

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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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: [redccq.complaintsbhrccqs@nhs.net](mailto:redccq.complaintsbhrccqs@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](mailto:hvccgpatientfeedback@nhs.net)

**For City and Hackney Complaints:**

Write to: City and Hackney CCG  
3<sup>rd</sup> Floor, A Block  
St Leonards Hospital  
Nuttall Street  
London  
N1 5LZ  
Telephone: 020 3688 1666  
Email: [ELHCP.complaints@nhs.net](mailto:ELHCP.complaints@nhs.net)

**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](mailto:elhcp.complaints@nhs.net)  
Newham Email: [elhcp.complaints@nhs.net](mailto:elhcp.complaints@nhs.net)  
Waltham Forest Email: [wfccg.complaints@nhs.net](mailto: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](http://www.ombudsman.org.uk)