

## Making a complaint about NHS services

### **Who can make a complaint?**

Anyone can make a complaint about NHS services.

### **Whom do I complain to?**

- Talk to someone close to the cause of your complaint, eg doctor, nurse, receptionist or practice manager; it can often be resolved at this stage.
- If you would prefer to talk to someone not involved in your care, you can call the Customer Care Officer at Kingston Primary Care Trust (PCT) to mediate: 0208 339 8107 or [leigh.broggi@kpct.nhs.uk](mailto:leigh.broggi@kpct.nhs.uk)
- If you have been unable to resolve your complaint you will need to put it in writing.
- If your complaint is about a GP practice, dental practice, optician or pharmacist, write to the practice manager at the practice.
- If your complaint is about any other primary care services, write to the Chief Executive, Kingston PCT, 22 Hollyfield Road, Surbiton, KT5 9AL
- If your complaint is about another provider, eg Kingston Hospital, you need to make the complaint in writing directly to them.

### **Support in making a complaint**

Kingston Primary Care Trust Complaints Officer: 020 8339 8107

Independent Complaints Advocacy Service (ICAS): 0845 337 3063.

ICAS can:

- Help you deal with the complaints process
- Refer you to other relevant agencies regarding your complaint
- Meet you at your home or elsewhere
- Provide interpreters if necessary
- Generally support you through the process

### **Time-limits for complaint**

It is important to make your complaint as soon as possible after the problem arises. Usually the NHS will only investigate complaints that are either made within 6 months of the event, or within 6 months of you realising that you have something to complain about, as long as it is within 12 months of the event itself.

### **Where can I get more information/advice?**

- Complaints Officer for Primary Care Services: 0208 339 8107
- Complaints Manager for services provided by the PCT direct: 0208 339 8067
- Complaints about Kingston Hospital: 020 8934 3993
- Complaints about Mental Health Services: 0208 772 5520

'Stay Independent' factsheets are produced by a partnership of statutory and voluntary sector organisations providing information and advice for disabled and older people in Kingston.

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