

Section 19 Have your say

Complaints

Comments

Compliments

Your comments and suggestions are important to us.

We value what you have to say so we know what we are doing right and what improvements we can make.

Do you have any ideas about how services can be improved?

To help Adult Social Care and the Kingston Primary Care Trust provide the best possible services, they need to know when they are doing something right, but more importantly they need to know when they are doing something wrong. They would like you to tell them about services that they provide, or you believe they should be providing.

You can make a complaint, comment or compliment about any service in writing, in person or over the phone.

Adult Social Care (ASC)

To make a comment, complaint or suggestion about services provided by ASC, please contact:

Adult Social Care
Guildhall 1
St James' Road
Kingston upon Thames
Surrey KT1 1EU
Telephone: 020 8547 5005
Email: Adults@rbk.kingston.gov.uk

NHS Kingston

To make a comment, complaint or suggestion about services provided by NHS Kingston, please contact:

Customer Care, Complaints and Patient Advisory Liaison (PALS) Officer

Kingston Borough Team
NHS South West London
Room 48a, Guildhall
St James' Road
Kingston upon Thames
Surrey KT1 1EU
Telephone: 020 8547 5535
Email: leigh.broggie@kpct.nhs.uk

Voluntary Organisations

If you are receiving a service from a voluntary organisation and would like to comment, compliment or complaint, please ask them about their policy.

If you would like advice or support, speak to Kingston Carers' Network on 020 3031 2751.