

Section 19

Have your say

Your comments and suggestions are important to us. We value what you have to say in order to know what we are doing right and what improvements need to be made.

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

Complaints

Comments

Compliments

To help the Community Care Services 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.

Community Care Services

To make a comment or complaint about services provided by Community Care Services, please contact:

Complaints and Information Access Officer
Guildhall 1
St James' Road
Kingston upon Thames
Surrey KT1 1EU
Tel: 020 8547 4716
Minicom: 020 8547 5819

Kingston Primary Care Trust

To make a comment or complaint about services provided by Kingston Primary Care Trust, please contact:

Patient Advisory Liaison Officer
Kingston Primary Care Trust
22 Hollyfield Road
Surbiton
Surrey KT5 9AL
Tel: 020 8339 8107

Voluntary Organisations

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

If you would like advice or support, speak to Kingston Carers' Network on 020 8547 1614.