

## Complaints Directory

The Healthwatch Newham guide to local complaints services.

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In addition to this guide, we recommend that you view the Healthwatch England '[Consumer Guides](#)' on making complaints.

This guide has been produced by Healthwatch Newham, as part of its **free** information service.

Get more online  [www.healthwatchnewham.co.uk/onlinedirectory/](http://www.healthwatchnewham.co.uk/onlinedirectory/) or call  020 3866 2969.

## Tips on Complaining

From the Parliamentary and Health Service Ombudsman, the 'top ten' tips on complaining...

### 1. What is your complaint about?

Work out what you want to say and be clear about what happened, who was involved, when, where, why you weren't happy.

### 2. Decide what you want to achieve.

Be prepared to tell the NHS organisation what you would like them to do to put things right.

### 3. Complain as soon as you can.

If you can speak to the people involved first, they may be able to sort out your problem quickly.

### 4. Contact the NHS organisation you want to complain about.

Contacting the NHS organisation will make them aware of the complaint.

### 5. Ask about the organisation's complaints procedure.

You may need to complain verbally or in writing. Ask if there is a form to fill in and when you can expect to hear back from them.

### 6. Ask for help.

If you struggle with reading or writing, NHS Complaints Advocacy services can help.

### 7. Be clear.

Keep your complaint clear and short so your main points stand out.

### 8. Include your address and a reference number if you have one.

Also include the date of anything that happened which is important to your complaint.

### 9. Write down people's names and positions.

Also keep copies of any letters or emails you get, as you may need to refer to them in the future.

### 10. Contact the ombudsman.

If you have reached the end of the complaints process and are still not happy, or if your complaint hasn't been sorted out after six months, you can complain to the ombudsman:

[www.ombudsman.org.uk/complain-for-change](http://www.ombudsman.org.uk/complain-for-change)

<p><b>Adult Social Care (Non-NHS Funded)</b></p> <p>Fourth Floor West Newham Dockside 1000 Dockside Road London E16 2QU</p>	<p><b>Complaints</b></p> <p>0208 430 2000 customerrelations.team@newham.gov.uk</p>
<p><b>Barts Health NHS Trust</b></p> <p>Profile: Responsible for Mile End Hospital, Newham University Hospital, St Bartholomew’s Hospital, The Royal London Hospital, Whipps Cross University Hospital</p>	<p><b>Complaints</b></p> <p>020 7480 4776 020 7480 4719 www.bartshealth.nhs.uk</p>
<p><b>CQC National Customer Service Centre</b></p> <p>Citygate Gallowgate Newcastle NE1 4PA</p> <p>Profile: The Care Quality Commission (CQC) is the independent regulator of health care and adult social care services in England. If you have experienced poor care, or know that poor care is being provided somewhere you can report it to us, anonymously if you wish. You can also tell us when you feel you have received good care.</p>	<p><b>Complaints</b></p> <p>03000 616161 <a href="http://www.cqc.org.uk/public/sharing-your-experience">http://www.cqc.org.uk/public/sharing-your-experience</a></p>
<p><b>East London NHS Foundation Trust</b></p> <p>FREEPOST RTKB-ESXB-HYYX Trust Headquarters 9 Alie Street London E1 8DE</p> <p>Profile: Responsible for a number of in and out patient and mental health services in Newham, Hackney, Tower Hamlets, Luton and Bedfordshire</p>	<p><b>Complaints</b></p> <p>PALs and Complaints Team:0800 085 8354(Freephone) PALSandComplaints@elft.nhs.uk www.elft.nhs.uk</p>

## Independent Healthcare Advisory Services

Centre Point  
103 New Oxford Street  
London  
WC1 1DU

### Profile:

The Independent Healthcare Advisory Services (IHAS) is a trade body for the independent healthcare sector and is the main port of call for concerns about independent healthcare.

### Complaints

[www.independenthealthcare.org.uk](http://www.independenthealthcare.org.uk)

## Local Government Ombudsman

PO Box 4771  
Coventry  
CV4 0EH

### Profile:

The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers.

### Complaints

0300 061 0614  
[www.lgo.org.uk](http://www.lgo.org.uk)

## Newham Clinical Commissioning Group/ The North and East London Commissioning Support Unit (NEL CSU)

**Complaints**  
020 3688 1666  
[nelcsu.complaints@nhs.net](mailto:nelcsu.complaints@nhs.net)  
(NEL CSU)- [www.newhamccg.nhs.uk](http://www.newhamccg.nhs.uk)

## NHS England

NHS England  
PO Box 16738  
Redditch  
B97 9PT

### Profile:

If you want to make a complaint or comment about a GP, dentist, pharmacist or optometrist, please contact the practice directly in the first instance. If you are unable to resolve the issue, then contact NHS England.

### Complaints

0300 311 22 33  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## The Nursing and Midwifery Council

### Complaints

[www.nmc-uk.org/Documents/NMC-Publications/Raising-concerns-about-nurses-or-midwives.pdf](http://www.nmc-uk.org/Documents/NMC-Publications/Raising-concerns-about-nurses-or-midwives.pdf)

#### Profile:

All practising nurses and midwives in the UK are registered with the Nursing and Midwifery Council (NMC). They regulate nurses and midwives in England, Wales Scotland and Northern Ireland and exist to protect the public.

This guide outlines the standards you should expect, and what to do if you wish to make a complaint.

## The Parliamentary and Health Service Ombudsman (PHSO)

### Complaints

Millbank Tower  
Millbank  
London  
SW1P 4QP

0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

#### Profile:

Role is to investigate complaints that individuals have been treated unfairly or have received poor service from government departments and other public organisations and the NHS in England.

## Patient Advice Liaison Service (PALS) team

### Complaints

Barts NHS Trust  
Central Complaints Team  
3rd Floor  
9 Prescott St  
London  
E1 8PR

The Royal London and Mile End Hospital: 020 3594 2040  
Newham and St Bartholomew's Hospital: 0207 363 9292  
Whipps Cross Hospital: 0208 535 6438  
[pals@bartshealth.nhs.uk](mailto:pals@bartshealth.nhs.uk)  
[www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals)

#### Profile:

PALS are part of NHS Trusts and are available at hospital sites for patients and their family to discuss treatment and/or care while being treated at the hospital. The service does not replace the formal NHS Complaints process.

## VoiceAbility Newham

Stratford Advice Arcade  
107-109 The Grove  
London  
E15 1HP

### Profile:

Do you have a complaint about the NHS?

NHS Complaints Advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services and you want to complain.

## Complaints

0300 330 5454  
newham@voiceability.org  
nhscomplaints@voiceability.org

## Did you find what you wanted?

If you didn't find what you were looking for, phone the hotline or send an email.  
Either way, we will do our best to help you get that result.

 020 3866 2969

 [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)

### Disclaimer:

We endeavour to provide information that is accurate and up-to-date, however this cannot be guaranteed.  
In order to assist us, please report any errors.

