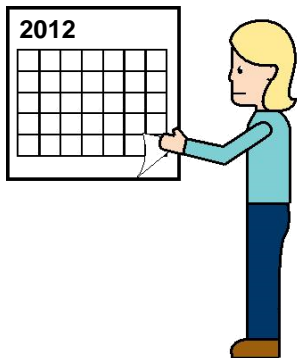




Making a complaint



- If you are not happy about any part of the care you get you can make a complaint.



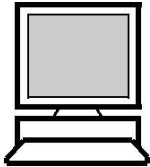
- You should complain within 12 months of something happening. Or as soon as you find out about it.



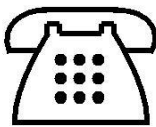
How you can complain



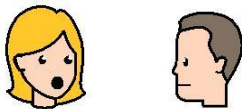
- Send us a letter about your complaint.



- Send us an email about your complaint.



- Talk about your complaint over the telephone.



- Talk about your complaint with a member of the Customer Service team.



- It may help if you think about what you want to happen when we look into your complaint.



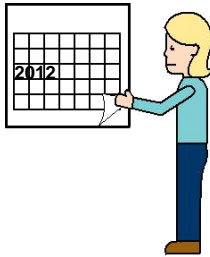
- Another person can make a complaint for you. This can be a member of your family or a friend.



- If you want this to happen, write a letter saying we can talk about your case with the person making the complaint for you.

When you make a complaint

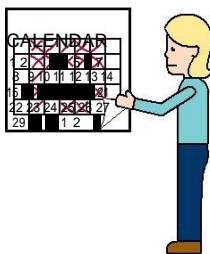
Central London Community Healthcare 
Your healthcare closer to home



- We will try to sort out your complaint here at the Central London Community Healthcare NHS Trust.



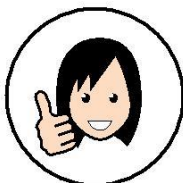
- Within 3 days we will get in touch with you to let you know we have got your complaint.



- We will then look into your complaint.



- We will agree with you how much time we can take to find out what happened.



- We may need more time to find out what happened.



- If we need more time we will ask you if this is alright.

- We will then send you a reply to your complaint. The reply will be signed by the person in charge, who is called the Chief Executive.

After we reply to your complaint



- If you are not happy with our reply you can ask for a group of experts to look at your complaint. This is called an independent review.



- If you ask for an independent review, your complaint will be given to a group of experts called the Parliamentary and Health Service Ombudsman.



- This group can only look at complaints if we have tried to sort out your complaint.

Contact Details:

Central London Community Healthcare NHS Trust
Freepost PATIENT EXPERIENCE TEAM CLCH
2nd Floor, Parsons Green Health Centre
London
SW6 4UL
Telephone: Freephone 0800 368 0412
Email: clchcomplaints@nhs.net