

## Guide to NHS Complaints

This guide has been developed to provide you with information on the complaint processes within different services within the NHS and the support available to you. Every effort has been made to ensure information contained is accurate.

### Complaints about GP's, dentists, pharmacists and opticians

Complaints can be made to the practice directly following their complaints procedure.

If the complaint cannot be resolved locally you can contact NHS England.

**Telephone:** 0300 311 2233

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (mark for the attention of the complaints team)

**Post:** NHS England, PO Box 16738, Redditch, B97 9PT

### Complaints about hospitals or other community health services

Complaints can be made to the practice directly following their complaints procedure - please contact them directly for this if this is not listed below.

#### Kings College Hospital – complaints department

**Telephone:** 020 3299 3209

**Email:** [kch-tr.complaints@nhs.net](mailto:kch-tr.complaints@nhs.net)

**Online form:** <https://www.kch.nhs.uk/contact/complaints>

**Post:** Complaints Office, Kings College Hospital, Denmark Hill, London SE5 9RS

**More information:** <https://www.kch.nhs.uk/patientsvisitors/help-and-support/making-a-complaint>

**Complaints Policy and Procedure:** <https://www.kch.nhs.uk/Doc/pl%20-%2020291.9%20-%20complaints%20procedure%20-%20king's.pdf>

#### Patient Advice and Liaison Service (PALS)

**Telephone:** 020 3299 3601

**Email:** [kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)

**More information:** <https://www.kch.nhs.uk/patientsvisitors/help-and-support/pals>

## St Thomas' Hospital- complaints department

**Telephone:** 020 7188 3514

**Email:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

**Online form:** <https://www.guysandstthomas.nhs.uk/contact-us/feedback-forms/make-a-complaint.aspx>

**Post:** Complaints Department, Guy's Hospital, Great Maze Pond, London, SE1 9RT

**More information:** <https://www.guysandstthomas.nhs.uk/patients-and-visitors/patients/raising-concerns.aspx>

<https://www.guysandstthomas.nhs.uk/resources/patient-information/all-patients/making-a-complaint.pdf>

### Patient Advice and Liaison Service (PALS)

**Telephone:** 020 7188 8801

**Email:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**Post:** PALS, St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH

More information: <https://www.guysandstthomas.nhs.uk/patients-and-visitors/patients/your-care/pals.aspx>

## Raising a complaint with the Ombudsman

The Parliamentary and Health Service Ombudsman is the final stage for unresolved NHS complaints. Complaints need to be raised with the service first so they can have the opportunity to investigate and resolve your complaint before you contact the Ombudsman

**Telephone:** 0345 015 4033

**More information:** <https://www.ombudsman.org.uk/making-complaint>

Accessible information <https://www.ombudsman.org.uk/accessibility>

Information in BSL

[https://www.youtube.com/watch?v=u\\_NyJd4jjoM&feature=youtu.be](https://www.youtube.com/watch?v=u_NyJd4jjoM&feature=youtu.be)

## Tips on making a complaint

There are a range of resources available to support you to complain, including:

**Connect Lambeth** <http://connectlambeth.org/advocacy/iucas/>

**Healthwatch Lambeth** <https://www.healthwatchlambeth.org.uk/help-making-complaint>

**Citizens Advice** <https://www.citizensadvice.org.uk/health/nhs-and-social-care-complaints/complaining-about-the-nhs/>

## Support available



**ADVOCACY HUB**

The Independent Health Complaints Advocacy Service (IHCA) in Lambeth is a free, confidential and independent service provided by the Lambeth Advocacy Hub as part of Connect Lambeth. The hub can support you to use the NHS complaints process which covers all NHS funded treatment.

**Telephone:** 020 3143 9000

**Email:** [advocacy@connectlambeth.org](mailto:advocacy@connectlambeth.org)

**More information:** <http://connectlambeth.org/advocacy/iucas/>