

Who do I Complain to?

Contact details of complaints departments

GP's, Dentists, Pharmacists, Optometrists

Please contact the practice directly in the first instance. If you are unable to resolve the issue, then contact NHS England on **0300 311 22 33** or **england.contactus@nhs.net**

Whipps Cross Hospital

Barts Health Patient Advice & Liaison Service (PALS) offers free confidential help and advice and aims to assist with support and information about your care and provide information on NHS services, listen to your concerns, suggestions or queries and help sort out problems quickly on your behalf. **020 3594 2040** or **pals@bartshealth.nhs.uk**

Community Health and Mental Health Services

North East London NHS Foundation Trust (NELFT) provides mental health and community health services for people living in Waltham Forest, Redbridge, Barking and Dagenham and Havering. To complain, contact **0300 555 1200** or **nelftcomplaints@nhs.net**

Adult Social Care

Waltham Forest Council provides both adults and children's social care services and where applicable fund home care agency or a private residential care homes for residents. To complain, contact **020 8496 3000** or **adultservicescomplaints@walthamforest.gov.uk**

Help with complaining...

Citizens Advice is an independent complaints advocacy service—a free confidential service supporting people making, or thinking about making, a complaints, about their NHS care or treatment in Waltham Forest. Contact **030 0330 1175**

For further information...

This guide was produced by Healthwatch Waltham Forest. Healthwatch is the independent consumer champion for local health and social care services and we can assist if you require further information on complaining, on your rights, or on health and social care services generally. Contact us on **020 3078 9990** or **info@healthwatchwalthamforest.co.uk**

Complaining can make things better!

You are entitled to expect **good quality** health and social care services, and when this does not happen, you have a **right to complain**. When doing so, here are some tips...

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.

Decide what you want to achieve.

Be **prepared** to tell the service what you would like them to do to put things right.

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.

Contact the service you want to complain about.

Contacting the service **directly** will make them aware of the complaint.

Ask about the service'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.

Ask for help.

If you **struggle** with reading or writing, Complaints advocacy services can help.

Be clear.

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

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

Also include the **date** and **names** (of people and of services) of anything that happened which is important to your complaint.

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.