Patient Complaints Guide

We Want to Hear From You Have a concern or complaint about your care? Tell us – it helps us improve!

Email: simpson.house@nhs.net ☎ **Phone:** 020 8864 3466 Speak to the reception team

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Time Frames

- Make a complaint **within 12 months** of the issue (or when you became aware of it).
- We'll **acknowledge within 3 business days**.
- Aim to **resolve in 28 working days**.
- If more time is needed, we'll keep you updated.

How Complaints Are Handled

- We investigate every complaint properly.
- All complaints are **confidential**.
- Documents are kept **separate from your medical record**.

Third-Party Complaints Someone else can complain on your behalf **with your consent**.

Final Response

- You will receive a **formal reply** with the outcome.
- We keep you **updated during the process**.

Advocacy Support Need help? Contact:

- **POhWER:** 0300 456 2370
- **Advocacy People:** 0330 440 9000
- **Age UK:** 0800 055 6112
- **Local Council:** for advocacy support
- **Other advocates:** PHSO support

Next Steps Not happy with our response? Escalate to: **Parliamentary Health Service Ombudsman (PHSO)** Milbank Tower, Milbank, London SW1P 4QP