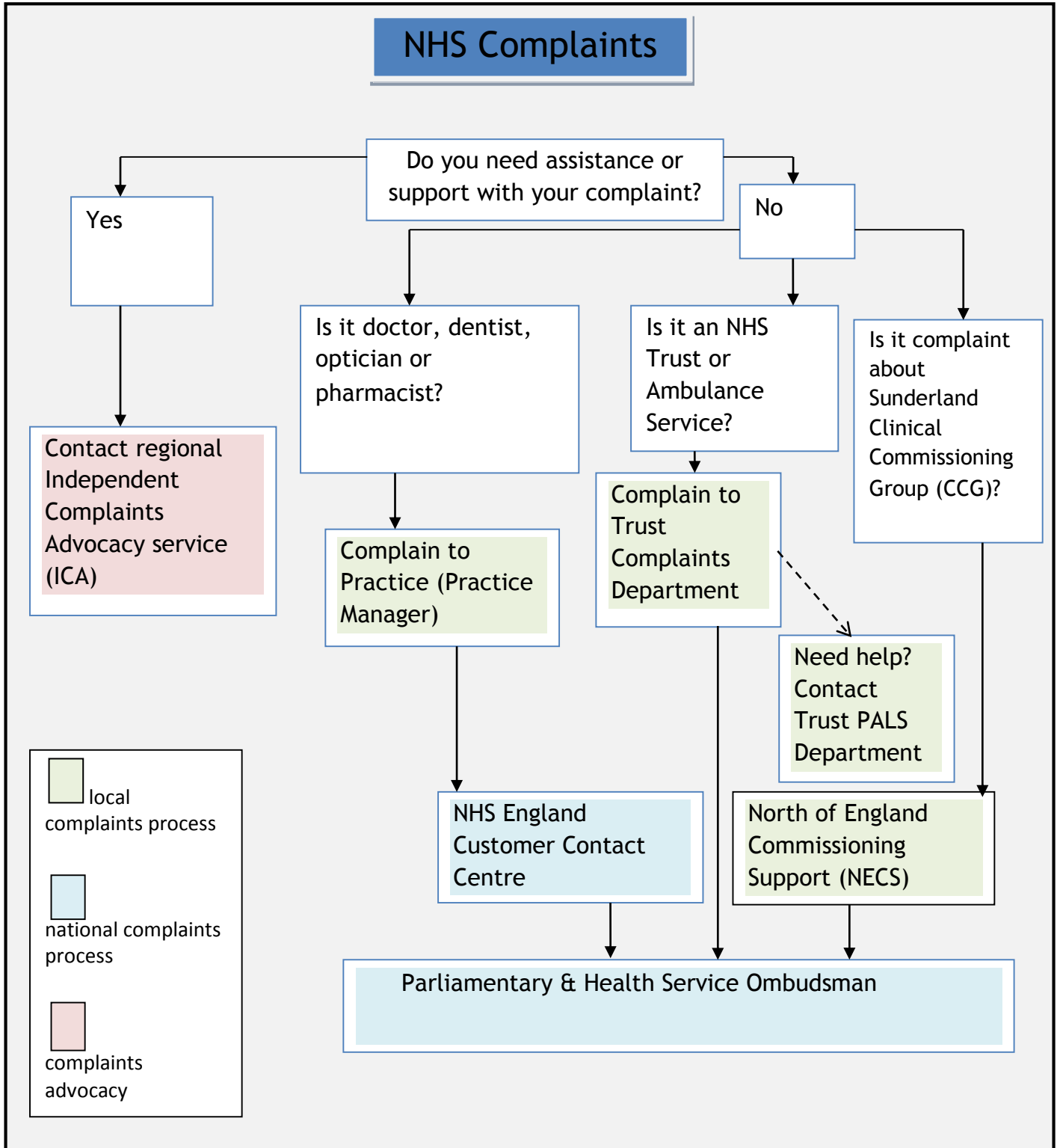




## FACT SHEET:

### Health & Social Care Complaints



**Doctors, dentists, opticians, pharmacists** — complain to the **Practice directly (usually through the Practice Manager)**

You can also complain to:

**NHS England Customer Contacts Centre**  
PO Box 16738, Redditch, B97 9BT Tel: 0300 3112233  
E mail: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

**Sunderland Clinical Commissioning Group** - complain to North of England Commissioning Support (NECS)

**North of England Commissioning Support (NECS)**

This service is for complaints about Sunderland Clinical Commissioning Group or the services it commissions in Sunderland such as **NHS Walk-In Centres, Sunderland Royal Hospital, North East Ambulance Service and the 111 NHS Service.**

Contact: Katherine Humby, Senior Clinical Quality Officer, North of England Commissioning Support (NECS) Tel: 0191 374 4218 email: [necsu.complaints@nhs.net](mailto:necsu.complaints@nhs.net)

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**Hospitals/Ambulance Services** — each Trust has a **Complaints Department. PALS (Patient Advice & Liaison Service)** can help guide you through the complaints procedure. In City Hospitals Sunderland, this is known as the Help and Advice Service, and it deals with both advice and complaints.

**City Hospitals Help and Advice Service** (Sunderland Royal Hospital & Sunderland Eye Infirmary)  
Help and Advice Service  
B Floor Corridor  
Sunderland Royal Hospital  
Kayll Road  
Sunderland SR4 7TP  
Email: [Helpandadvice@chsft.nhs.uk](mailto:Helpandadvice@chsft.nhs.uk)  
Telephone: 0191 569 9855 or freephone 08005876513  
Opening times: Monday - Friday 8 am - 5pm

**PALS North East Ambulance Service**

The service provides: Advice and support to patients, their families and carers; Information on NHS services; Help to sort out problems quickly on your behalf and listens to your concerns, suggestions or queries. Available Monday to Friday 9am to 4.30pm. Outside of these hours you can leave a message on an answer-machine and you will be contacted the next working day.

Freepost: RLTC-SGHH-EGXJ, North of Tyne PALS, The Old Stables, Grey's Yard, Morpeth, NE61 1QD **Freephone: 0800 0320202 Text: 01670 511098**  
Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

### **North East Ambulance Service: Complaints, Comments or Concerns**

You can contact the Complaints Team via the online form or the address below or you can phone them via switchboard on 0191 430 2000. North East Ambulance Service HQ  
Bernicia House, Newburn Riverside, Newcastle upon Tyne, NE15 8NY Tel: 0191 430 2000

### **PALS Northumberland Tyne & Wear Mental Health Trust**

The service aims to: advise and support patients, their families, carers and staff, provide information on mental health and learning disability services, signpost to appropriate agencies / organisations, listen to your concerns, suggestions or queries, help sort out problems quickly on your behalf. If necessary, we can also refer patients and families to specific local or national-based support agencies. We are available Mon-Fri 9am-5pm. If there is no one available to take your call or it is outside of these hours, you can leave a message on our answer machine and you will be contacted as soon as possible. PALS Officers can be contacted in the following ways: Gateshead: 0191 4456292  
**Sunderland/South Tyneside: 0191 5699549** North of Tyne: 0800 032 0202 You can also write to PALS at: Patient Advice and Liaison Service, Barton Centre, Cherry Knowle Hospital, Ryhope, Sunderland, SR2 0NB Email: [pals@ntw.nhs.uk](mailto:pals@ntw.nhs.uk) Tel: 0800 328 4397

### **Complaints NTW Mental Health Trust**

Please contact one of the team members:

Keeley Brickle, Acting Complaints and PALS Manager - 0191 2456679

Hilda Lawrence, Complaints Administrator (Specialist Care) - 0191 2456672

Jackie Curry, Complaints Administrator (Planned Care) - 0191 2456677

or email: [complaints@ntw.nhs.uk](mailto:complaints@ntw.nhs.uk) or fax: 0191 223 2540

## **You can complain about NHS Care to NHS England Customer Contact Centre (for Primary Care Services - eg GPs)**

**NHS England Customer Contacts Centre** PO Box 16738, Redditch, B97 9BT Tel: 0300 3112233 E mail: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

## **Or to North of England Commissioning Support (for complaints about Sunderland CCG and local NHS Trusts and Ambulance Services):**

### **North of England Commissioning Support (NECS)**

This service is for complaints about Sunderland Clinical Commissioning Group or the services it commissions in Sunderland such as **NHS Walk-In Centres, Sunderland Royal Hospital, North East Ambulance Service and the 111 NHS Service.**

Contact: Katherine Humby, Senior Clinical Quality Officer, North of England Commissioning Support (NECS) Tel: 0191 374 4218 email: [necsu.complaints@nhs.net](mailto:necsu.complaints@nhs.net)

## Ultimately you can complain about NHS Care to the Parliamentary and Health Service Ombudsman

**Contact Information: Parliamentary & Health Service Ombudsman**  
Making a Complaint to Parliamentary & Health Service Ombudsman  
<http://www.ombudsman.org.uk/make-a-complaint> . Customer Helpline:  
03450154033 8.30am-5.30pm Mon-Fri

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## Need Help to Complain? Contact ICA

**Contact Information: ICA**  
NHS Advocacy is now provided by North East NHS Independent Complaints Advocacy (ICA) in the following local authority areas:- Darlington, Durham, Gateshead, Hartlepool, Middlesbrough, Newcastle, North Tyneside, South Tyneside, Redcar and Cleveland, Stockton and Sunderland. This service replaces the previous Independent Complaints Advocacy Service (ICAS) and will continue to be delivered by the Carers Federation Ltd. Telephone 0808 802 3000 Email [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk)  
Or in writing at: Rotterdam House, 116 Quayside, Newcastle upon Tyne NE1 3DY

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## Social Care Complaints

**Adult social care** complaints for provision delivered by the Council should be directed to the Complaints Manager at Sunderland City Council—more information at:

**Complaints - Adult Services** Tel: 0191 561 1264  
Email: [complaints.adults@sunderland.gov.uk](mailto:complaints.adults@sunderland.gov.uk)

If adult social care provision is delivered by a private agency, complaints can be made also to the council on the above number.

**Complaints about children's social care services** provided by the Council should be directed to:

**Complaints - Children's Services** Tel: 0191 561 1276 or 561 1296  
Email: [complaints.children@sunderland.gov.uk](mailto:complaints.children@sunderland.gov.uk)



### Care Quality Commission

You can also report complaints or concerns about health and social care to the Care Quality Commission: You can contact us at our **National Customer Service Centre**: Telephone: 03000 616161 Fax: 03000 616171 Opening hours are Monday to Friday, between 8.30am and 5:30pm, excluding bank holidays. Calls will be charged at the standard rate or **Write to us** : CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

### Ultimately you can complain about Social Care to the Local Government Ombudsman

#### Local Government Ombudsman

**Contact Information: Local Government Ombudsman. How to complain to Local Government Ombudsman** <http://www.lgo.org.uk/making-a-complaint/>

**Complaint Form** [http://www.lgo.org.uk/forms/ShowForm.asp?fm\\_fid=62](http://www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62)

**Customer Helpline: 0300 061 0614.** We can give you advice on the best way to make your complaint, and help you fill in the form. The helpline is open from 8.30am to 5.00pm, Monday to Friday (except public holidays).