

# Making an NHS complaint

If you have concerns about any aspect of your healthcare, or the service you receive within any NHS service it is best to speak to a member of staff involved with your care

If the staff cannot help you, or you are not comfortable speaking to them you may want to make a formal complaint about an NHS service

## Do you need support?

If you need support to make a complaint the Independent Complaints Advocacy Service (ICA) can offer both information and practical support:  
Telephone: 0808 802 3000 Email: [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk) Monday - Friday 9am - 5pm

If you want to make a complaint about a:  
**GP Practice,  
Dental Practice  
Pharmacy or  
Optician Service etc.**

Either contact the Practice Manager of the service you wish to complain about or directly to NHS England if you prefer

**NHS England**  
Tel: 0300 311 22 33  
E: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Open: Monday - Friday 8am - 6pm  
Wednesday 9.30am - 6pm

If you want to make a complaint about:  
**Sunderland Hospital's  
Inpatients & Outpatients Dept.  
Diagnostic and Screening Services,  
Hospice, Out of Hours, Clinics etc.**

Contact the  
**Help & Advice Service**  
To express a concern, make a complaint or to offer a compliment.

Tel: 0191 569 9855 or  
Freephone: 08005876513  
E: [helpandadvice@chsft.nhs.uk](mailto:helpandadvice@chsft.nhs.uk)  
Open: Monday-Friday 8:30am - 5pm

If you want to make a complaint about:  
**Mental Health Services**

Contact the Northumberland Tyne & Wear Trust Complaints Dept.

Tel: 0191 245 6672  
E: [complaints@ntw.nhs.uk](mailto:complaints@ntw.nhs.uk)  
Open: Mon - Fri 9am - 5pm

Or the Patient Liaison Service (PALS) - offer confidential advice and support to help you to sort out any concerns about your care.

Tel: 0191 566 7074 or  
Freephone: 0800 328 4397  
E: [pals@ntw.nhs.uk](mailto:pals@ntw.nhs.uk)  
Open: Mon - Fri 9am - 5pm

If you want to make a complaint about:  
**North East Ambulance  
Services plus NHS 111 service**

Contact the North East Ambulance Service (NEAS) HQ

Tel: 0191 430 2152  
E: [patientexperienceteam@neas.nhs.uk](mailto:patientexperienceteam@neas.nhs.uk)  
Open: Mon - Fri 8am - 5pm

Or NEAS Patient Liaison Service (PALS) - offer confidential advice, support and information to sort out any concerns you may have.

Freephone: 0800 0320 202  
E: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)  
Open: Mon - Fri 9am - 4.30pm

If your issue has not been resolved contact the **Parliamentary & Health Service Ombudsman**  
You can complain to them if an organisation has not acted properly or fairly or has given you a poor service and not put things right.

They make final decisions on complaints that have not been sorted out by the NHS in England, UK government departments and some other UK public organisations.

Tel: 0345 015 4033 E: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) Open: Monday - Friday 8.30am - 5.30pm