

## Advocacy support

We understand that you might need support to make a complaint about an NHS service. Healthwatch, in partnership with Surrey Independent Living Charity (SILC) can provide free, independent support and assistance to people living in Surrey.

Telephone: 01483 310500

Email: [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)

Website: [www.surreyilc.org.uk](http://www.surreyilc.org.uk)

## Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to:

Parliamentary Health Service  
Ombudsman (PHSO)  
Milbank Tower  
Milbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Camberley Health Centre  
159 Frimley Road  
Camberley  
Surrey  
GU15 2QA  
Tel: 01276 20101  
Email: [frimleyicb.complaints.chc@nhs.net](mailto:frimleyicb.complaints.chc@nhs.net)

# The Complaints Process

## Camberley Health Centre





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Camberley Health Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the complaints manager, Mrs Sue Moat, Practice Manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS Frimley investigates your complaint. They will contact us on your behalf:

South East Complaints Hub  
NHS Frimley  
Aldershot Centre for Health  
Hospital Hill  
Aldershot  
Hampshire  
GU11 1AY  
Tel: 0300 561 0290  
Email: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [frimleyicb.complaints.chc@nhs.net](mailto:frimleyicb.complaints.chc@nhs.net)

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating complaints

Camberley Health Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Camberley Health Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

Camberley Health Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## Final response

Camberley Health Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.