

Where can I get support in making a complaint?

Complaints Team

Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford DA2 7WG
Tel: 01322 625751
Fax: 01322 625711
Email: complaints@oxleas.nhs.uk

Patient Advice and Liaison Service (PALS)

Pinewood House
Pinewood Place
Dartford DA2 7WG
Tel: 01322 625882
Telephone: 0800 917 7159
Email: pals@oxleas.nhs.uk

Independent Complaints Advocacy Services

These services can support people to make a complaint about services commissioned or provided by the NHS.

Advocacy For All provides advocacy for people living in Bexley.

Helpline: 020 8269 8692
Email Bexleynhscomplaints@advocacyforall.org.uk.

Voice Ability provides advocacy for people living in Bromley and Greenwich

Helpline: 0300 330 5454
Email nhscomplaints@voiceability.org
Textphone: 0786 002 2939
Fax: 0330 088 3762

Parliamentary & Health Service Ombudsman investigates complaints about government departments and the NHS in England independently and impartially.

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Tel: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk

Care Quality Commission is the independent regulator of all health and social care services in England.

Care Quality Commission
National Processing Centre
City Gate, Gallowgate
Newcastle NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Healthwatch is the consumer champion for health and social care.

Healthwatch Greenwich

The 10 Centre
29 Tarves Way
London SE10 9JU
Tel: 0208 305 5008 (main office)
Tel: 0208 305 5007 (signposting)
Email: info@healthwatchgreenwich.co.uk
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Healthwatch Bexley

Milton House
240a Broadway
Bexleyheath
Kent DA6 8AS
Tel: 0208 304 9344
Email: info@healthwatchbexley.co.uk

Healthwatch Bromley

Community House
South Street
Bromley
Kent BR1 1RH
Tel: 0208 315 1916
Email: admin@healthwatchbromley.co.uk