

## 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  
Email: [oxl-tr.complaints@nhs.net](mailto:oxl-tr.complaints@nhs.net)

### Patient Advice and Liaison Service (PALS)

Oxleas NHS Foundation Trust  
Pinewood House  
Pinewood Place  
Dartford DA2 7WG  
Telephone: 0800 917 7159  
Email: [oxl-tr.pals@nhs.net](mailto:oxl-tr.pals@nhs.net)

### 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: 0345 310 1812 (charged at local rate) and then Option 3

Email: [info@advocacyforall.org.uk](mailto:info@advocacyforall.org.uk)

Post: Advocacy for All, The Civic Centre, St Mary's Road, Swanley, Kent, BR8 7BU.

**POhWER** provides advocacy for people living in Greenwich

Helpline: 0203 553 5960

Email: [LondonHCAS@pohwer.net](mailto:LondonHCAS@pohwer.net)

Post: POhWER Freepost, PO Box 14043, Birmingham, B6 9BL.

Text: Send the word 'pohwer' and then your name and number to

Fax: 01438 846 025

**The Advocacy People** provides advocacy for people living in Bromley.

Helpline: 0330 440 9000

Post: The Advocacy People, PO Box 375, Hastings, East Sussex, TN34 9HU.

Email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

Text: Text 80800, starting message with PEOPLE

**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](mailto: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 Customer Service Centre  
City Gate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Healthwatch is the consumer champion for health and social care.**

**Healthwatch Greenwich**

Gunnery House  
9-11 Gunnery Terrace  
Woolwich  
London  
SE18 6SW  
Tel: 0208 301 8340  
Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)

**Healthwatch Bexley**

2a Devonshire Road  
Bexleyheath  
Kent  
DA6 8DS  
Tel: 0208 304 9344  
Email: [info@healthwatchbexley.co.uk](mailto:info@healthwatchbexley.co.uk)

**Healthwatch Bromley**

Community House  
South Street  
Bromley  
Kent  
BR1 1RH  
Tel: 0203 886 0752  
Email: [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)