

## 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: [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)

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

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

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

Helpline: 0203 553 5960

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

Post: POhWER London IHCAS, Hertlands House, Primett Road, Stevenage SG1 3EE

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

Fax: 01438 846 025

**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: <http://www.cqc.org.uk/contact-us/general-enquiries/contact-us-using-our-online-form>

**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)