



Comments, concerns, compliments  
and complaints



## Making a comment or raising a concern

If you have something to say about any of our services please talk to a member of staff such as the ward manager or modern matron in the service you are using. Alternatively contact our Patient Advice Liaison Service (PALS) on **020 3513 6150**, and we will try to help you to resolve your concern quickly.

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## Sending a compliment

You can tell us about something that has gone well, something you're pleased with or someone you would like to compliment. Send it to the address below or post it on [www.patientopinion.org.uk](http://www.patientopinion.org.uk)

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## Making a complaint

If you wish to make a formal complaint, you can contact:

- ✉ **Chief Executive**  
South West London and St George's Mental Health NHS Trust,  
Trust Headquarters, Springfield University Hospital,  
61 Glenburnie Road, London, SW17 7DJ
  
- ✉ **Complaints Manager**  
South West London and St George's Mental Health NHS Trust,  
Patient Experience Team, Springfield University Hospital,  
61 Glenburnie Road, London, SW17 7DJ
  
- ☎ **020 3513 5520**
  
- @ [complaintsmanager@swlstg-tr.nhs.uk](mailto:complaintsmanager@swlstg-tr.nhs.uk)

**What should I put in my letter or email:**

- Your full name and address;
- Your daytime phone number, so we can speak to you if we need to, and any times in the day when you don't want to be contacted;
- A summary of your complaint and the date the incident occurred;

- The ward, service or person involved; and
- What you think we could do to put things right.

### **Is there a deadline for making complaints?**

Complaints should be made no later than 12 months after the incident but it is best to make your complaint as soon as possible. However and we may extend the time limit if there is a good reasons why you could not contact us earlier. We can still investigate the complaint fairly despite the time lapse.

### **Is my complaint confidential?**

If you make a complaint this will not be recorded on your medical notes. To fully investigate your complaint, we may seek your permission to share information from your health records.

### **Can I have some help with my complaint?**

Yes, you can get independent help from advocacy services.

### **For Richmond, Merton, Wandsworth and Kingston, contact:**

- ✉ **NHS Complaints Advocacy**  
VoiceAbility, United House, North Road, London, N7 9DP
- ☎ **0300 330 5454**
- @ **[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)**  
**[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)**

### **For Sutton, contact:**

- ✉ **Healthwatch Sutton**  
Granfers Community Centre,  
73-79 Oakhill Road, Sutton, SM1 3AA
- ☎ **020 8644 2867**  
**[www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)**

# What will you do about my complaint?

## If you make a formal complaint, we will:

- Listen carefully to, or read, what you have to say and try to clarify the outcomes you are looking for when speaking to you;
- Formally acknowledge your complaint within three working days and try to contact you within seven days;
- Ask for your consent before responding if a complaint is made on your behalf (i.e. by a carer, friend, relative or advocate);
- Not allow the complaint to affect the quality of your care;
- Appoint an investigator, who is not linked to the service you are complaining about, to consider your complaint carefully, investigate thoroughly and fairly and try to resolve it;
- Review whether we could have done something better and how we can learn from your complaint to improve the service;
- Respond formally in writing within 25 working days explaining how we investigated it and what the outcomes of the investigation are.

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## Asking for an independent review

If you are not satisfied with our response to your complaint you have the right to ask the Health Service Ombudsman to review your case. You should do this within 12 months of our final response to you. You can also contact them direct about your complaints if you wish.

### You can contact the Health Service Ombudsman at:

- ✉ The Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank, London, SW1P 4QP
- ☎ **0345 015 4033**
- ✉ [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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## Complaints about use of the Mental Health Act

### You can complain directly to the Care Quality Commission at:

- ✉ CQC National Customer Service Centre,  
Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA
- ☎ **0300 061 6161**  
[www.cqc.org.uk/contactus](http://www.cqc.org.uk/contactus)

**Healthwatch** To find your local Healthwatch go to [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

**If you require this document in an alternative format please call: 020 3513 6006**

Please  
affix  
a stamp  
here

**Complaints Manger**  
**Patient Experience Team**  
Springfield University Hospital  
61 Glenburnie Road  
London  
SW17 7DJ



If you want to contact us now you can fill in this tear off card and post it to us. Once you have filled the card in, fold it over, stick the edges down and put a stamp on the front.

**Please write in the box below:**

- a summary of your comment, concern, complaint or compliment
- date the incident occurred
- the ward, service or person involved
- what you think we should do to put things right
- your contact details

**If you simply wish to give us feedback then please use the box below for this too.**

Your name .....

Address .....

Daytime telephone number .....