

**Healthwatch Harrow Complaints
Flowchart 2018**

Complaint Received

YES

Harrow Resident?

NO

Refer Complainant to their Local Healthwatch

Safeguarding/CQC
If there is a Safeguarding concern or situation that may need to go direct to CQC, contact the Safeguarding Lead for advice before taking any action.

Check Nature of Complaint.

- NHS
- SOCIAL CARE
- PRIVATE

NHS Complaint e.g. GP Practices
Dentist
Opticians
Pharmacies
Hospitals
Mental Health Services

Is Support Required to make complaint?

YES

Refer to Advocacy 1st
020 3948 0569
advocacy@harrowmencap.org.uk

NO

Community/Social Care Complaints

Step 1. Complaint can *either* be made to the service provider, or to NHS England (not both). Complaining to the service provider is the recommended route.

NHS England, Complaints Dept
0300 311 23233
E: England.contactus@nhs.net If dissatisfied,

Complaints may also be copied to the CCG and CQC, for their information.

Step 2. If dissatisfied with the complaint outcome, escalate to the Parliamentary Health Service Ombudsman
0345 015 4033
phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

IF THE CONCERN IS SPECIFICALLY REGARDING A GP THEY CAN CONTACT THE GENERAL MEDICAL COUNCIL ON WWW.GMC-UK.ORG/PATIENTSHELP
TEL 0161 923 6602
EMAIL: GMC@GMC-UK.ORG

Step 1 Complaints to be made direct to the service provider. If dissatisfied move to STEP 2

Step 2 Report your concern to Care Quality Commission
www.cqc.org.uk/contact-us/how-complain
Tel 03000 616 161