

Concerns and Complaint Process
For further details please see
Healthwatch Harrow Complaints Guide



Concern/Informal complaint
Tell Healthwatch Harrow

020 8869 8484 info@healthwatchharrow.co.uk

In the first instance you should contact the service provider,
if you do not wish to do this, please contact the providers as noted below

**Do you
need help
to make
your formal
complaint?**

**Primary Care
(GP's, Dentists,
Pharmacists, Optometrists)**

NHS North West London
020 3350 4567

nhsnw.complaints@nhs.net

In writing: Complaints
Manager, NHS North West
London, 15 Marylebone Road,
London, NW1 5JD

Hospitals

Northwick Park,
Central Middx, St
Marks, Ealing
PALS 020 8869 5118

LNWH-tr.PALS@nhs.net

Royal National
Orthopaedic
PALS [020 8909 5439](tel:02089095439)
rnoh.pals@nhs.net

Mental Health Service

CNWL

0300 013 4799

feedback.cnwl@nhs.net

Social Care

Harrow Council

020 8901 2680

[complaints.adultsan
dchildrens@harrow.
gov.uk](mailto:complaints.adultsandchildrens@harrow.gov.uk)

If dissatisfied with the complaint outcome

Advocacy 1st



ADVOCACY 1ST 020 8869 8484

advocacy@communityconnex.co.uk

The Parliamentary Health Service Ombudsman

0345 015 4033

Phso.enquiries@ombudsman.org.uk www.ombudsman.org.uk

The Parliamentary & Health Service Ombudsman

- telephone: 0345 015 4033
- email phso.enquiries@ombudsman.org.uk
- textphone 0300 061 4298 if you are deaf or have problems using a standard telephone
- request a call by texting 'call back' with your name and mobile number to 07624 813 005
- or write to: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP
- you can also visit their website at <https://www.ombudsman.org.uk/>