

NO:	NAME	ADDRESS	POST CODE	CONTACT DETAILS	SERVICES
1	Adult Social Care Services	FREEPOST RRZG-XZCU-CGAE, Tri-borough Adult Social Care, Customer Feedback Team, 4th Floor, 77 Glenthorne Road, London	W6 0LJ	0800 587 0072 or 020 8753 5339, ASCCustomerFeedback@lbhf.gov.uk	Complaints, comments and compliments about adult social care services
2	Central London Community Healthcare NHS Trust Patient Advice and Liaison Service (PALS)	Customer Service Team Central London Community Healthcare NHS Trust, 64 Victoria Street, London	SW1E 6QP	0800 368 0412, clchpals@nhs.net	Complaints, comments and compliments about the services provided by Central London Community Healthcare NHS Trust
3	Charing Cross Hospital Patient Advice and Liaison Service (PALS)	Walk-in PALS office: Ground floor, main hospital entrance Open Monday to Friday, 9.30am to 5.00pm PALS address: PALS manager, Charing Cross Hospital, Fulham Palace Road, London W6 8RF	W6 8RF	020 3313 0088, pals@imperial.nhs.uk	Complaints about Charing Cross Hospital
4	Children's, Young People and Family Services	Customer Care and Complaints Team, Tri-borough Children's Services, Royal Borough of Kensington and Chelsea, The Town Hall, Hornton Street, London	W8 7NX	020 7745 6501 or 0800 298 4839, cscomplaints@lbhf.gov.uk	Complaints, comments and compliments about Children's, Young People and Family Services
5	Hammersmith & Fulham Clinical Commissioning Group (CCG)	Complaints Manager, CWHHE Clinical Commissioning Groups Collaborative, 15 Marylebone Road, London	NW1 5JD	020 3350 4567, cwvh.complaints@nhs.net	Complaint about how the health services has been designed or funded (a commissioning decision)
6	Hammersmith Hospital Patient Advice and Liaison Service (PALS)			020 3313 0088, pals@imperial.nhs.uk	Complaints, comments and compliments about Hammersmith Hospital
7	Local Government Ombudsman	PO Box 4771, Coventry	CV4 0EH	0845 602 1983 or 0300 061 0614 or text 'call back' to :0762 480 3014	Complaints about adult, children's, young peoples and family social care services
8	NHS Complaints Advocacy Service	VoiceAbility, United House, North Road, London	N7 9DP	0300 330 5454, 0786 002 2939 (Text phone), nhscomplaints@voiceability.org, www.nhscomplaintsadvocacy.org	Provides help to patients or carers with advice, support or representation to make a complaint
9	NHS England	NHS England, PO Box 16738, Redditch	B97 9PT	0300 311 2233, england.contactus@nhs.net	Complaints concerning the treatment or service provided by the NHS includes GP, dentist, pharmacy or optician

10	Parliamentary and Health Service Ombudsman	Millbank Tower, 30 Millbank, London	SW1P 4QP	0345 015 4033, phso.enquiries@ombudsman.org.uk	Complaints about a UK government department, or one of its agencies or the NHS in England
11	Queen Charlottes and Chelsea Hospital Patient Advice and Liaison Service (PALS)			020 3313 0088, pals@imperial.nhs.uk	Complaints about Queen Charlottes and Chelsea Hospital
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