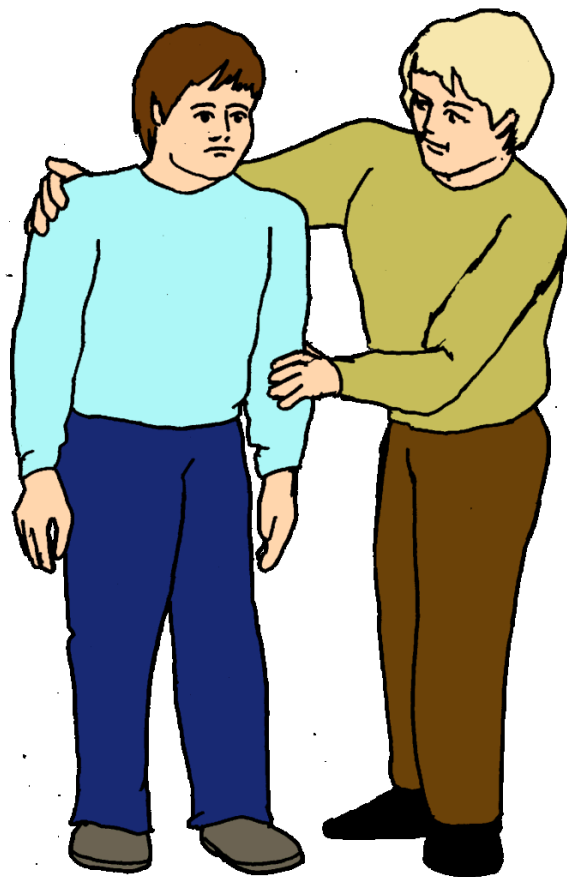
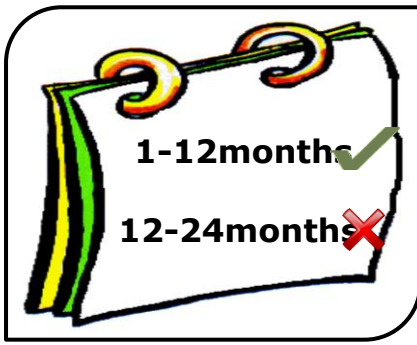


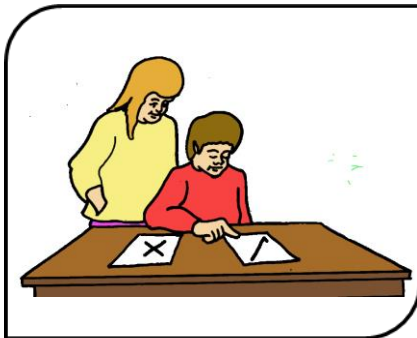
# Help with your complaint





## **When should I complain?**

As soon as possible, complaints should be made within 12 months of the date of the event that you are complaining about.



## **Who can complain?**

Usually you should make the complaint yourself but you can ask someone else to make your complaint with your permission.



## **Can I get help to make my complaint?**

Yes. This leaflet has been designed to help you to find the services that can support you to complain and obtain further information.

## Support services

### NHS Complaints Advocacy Service



The NHS Complaints Advocacy Service is a **free** confidential service. This service helps and supports people making, or thinking about making a complaint about NHS care or treatment.



United House  
North Road  
London  
N7 9DP



0300 330 5454



0786 002 2939



[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)



[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

### Care Quality Commission (CQC)



CQC does not investigate complaints, but you can still share your experience.



CQC National Customer  
Service Centre  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA



[www.cqc.org.uk](http://www.cqc.org.uk) (provide  
your feedback online)

## Hammersmith & Fulham Mencap



Giving people with learning disabilities a voice



Stamford Brook Centre  
14-16 Stamford Brook  
Avenue  
London W6 0YD

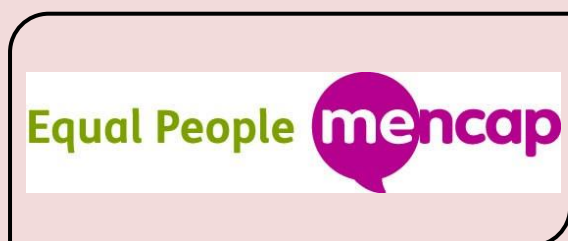


020 8748 5168



[www.hfmencap.org](http://www.hfmencap.org)

## Kensington & Chelsea Mencap



Giving people with learning disabilities a voice



73 St Charles Square  
Kensington & Chelsea  
London W10 6EJ



0208 964 0544 or  
0208 964 2883



[www.equalpeoplekc.org.uk](http://www.equalpeoplekc.org.uk)

## Westminster Mencap



Giving people with learning disabilities a voice



123 Golden Lane  
London EC1Y 0RT



020 7454 0454 or  
0808 808 1111



[www.mencap.org.uk](http://www.mencap.org.uk)