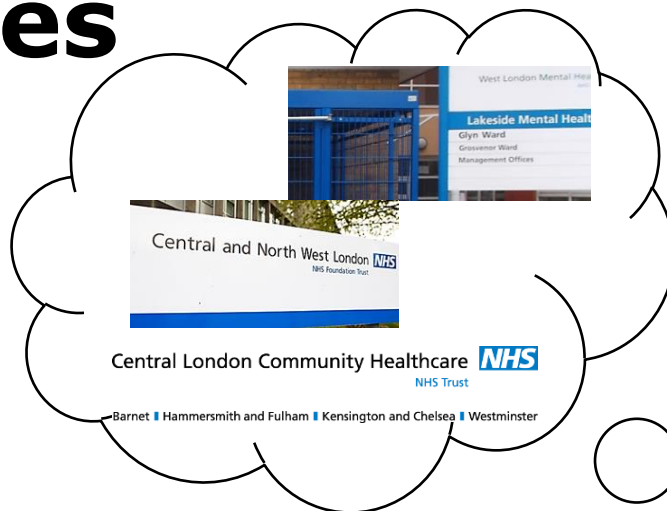


# How to complain about mental health services & Community health services



# How to complain about mental health services

## Stage 1:

### Central & North West London NHS Foundation Trust



020 3214 5784 or 020 3214 5785



complaints.cnwl@nhs.net



### West London Mental Health Trust

### Contact the Patient Advice and Liaison Service (PALS)



0800 064 3330



pals@wlmht.nhs.uk



## Stage 2:

If you're still not happy, you can raise the complaint with the **Parliamentary Health Service Ombudsman**



Millbank Tower  
London SW1P 4QP



0345 015 4033



psho.enquiries@ombudsman.org.uk



# How to complain about community health services

## Central London Community Healthcare NHS Trust (CLCH)

Central London Community Healthcare   
NHS Trust  
Barnet | Hammersmith and Fulham | Kensington and Chelsea | Westminster

CLCH provides services such as Community & District nursing, Health visiting, Podiatry (foot health), NHS Walk-in & Urgent Care Centres, children & family services, specialist services, rehabilitation & therapies and palliative care services

## Stage 1: Contact the Patient Advice and Liaison Service (PALS)



FREEPOST RSL5-RCUA XZAX  
Central London  
Community Healthcare  
NHS Trust  
6<sup>th</sup> Floor  
64 Victoria Street  
London, SW1E 6QP



0800 368 0412



[clchpals@nhs.net](mailto:clchpals@nhs.net)

## Stage 2:

If you're still not happy, you can raise the complaint with the **Parliamentary Health Service Ombudsman**



Millbank Tower  
London SW1P 4QP



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