

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 7361 2661, ASCCustomerFeedback@westminster.gov.uk	Complaints, comments and compliments about adult social care services
2	Central London Clinical Commissioning Group (CCG) & West London Clinical Group (CCG)	Complaints Manager CWHHE Clinical Commissioning Groups Collaborative, 15 Marylebone Road, London	NW1 5JD	020 3350 4567, cwhe.complaints@nhs.net	Complaint about how the health services has been designed or funded (a commissioning decision)
3	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
4	Central and North West London NHS Foundation Trust	Chief Executive or the Patient Support Service at CNWL Trust Headquarters, Stephenson House, 75 Hampstead Road, London	NW1 2PL	0300 013 4799, feedback.cnwl@nhs.net	Complaints about mental health services
5	Chelsea and Westminster Hospital NHS Foundation Trust Patient Advice and Liaison Services (PALS)	<b>Chelsea and Westminster Hospital:</b> Visit the PALS office—Ground Floor, Main Atrium (opposite escalators and Lift Bank B) <b>West Middlesex University Hospital:</b> Visit the PALS office—Hospital Atrium (adjacent to reception desk)	SW10 9NH	<b>Chelsea and Westminster Hospital:</b> 020 3315 6727, pals@chelwest.nhs.uk <b>West Middlesex University Hospital:</b> 020 8321 6261, pals.service@chelwest.nhs.uk	Complaints about Chelsea and Westminster Hospital NHS Foundation Trust
6	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, 0808 202 6210 (Freephone), socialcarecomplaints@westminster.gov.uk	Complaints, comments and compliments about Children's, Young People and Family Services
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 1673, Redditch	B97 9PT	0300 311 2233, england.contactus@nhs.net	Complaint 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	St Mary's Hospital Patient Advice and Liaison Service (PALS)	<p><b>Walk-in PALS office:</b> Ground floor of Queen Elizabeth the Queen Mother (QEQM) Building. Open Monday to Friday, from 10.00am to 4.00pm.</p> <p><b>PALS address:</b> PALS manager, Ground floor, Clarence Wing, St Mary's Hospital, Praed Street, London W2 1NY</p>	W2 1NY	020 3312 7777, pals@imperial.co.uk	Complaints, comments and compliments about St Mary's Hospital
12	Western Eye Hospital Patient Advice and Liaison Service (PALS)	<p><b>Walk-in PALS office:</b> Ground Floor of Queen Elizabeth the Queen Mother (QEQM) Building, St Mary's Hospital. Open Monday to Friday, from 10.00am to 4.00pm.</p> <p><b>PALS address:</b> PALS manager, Ground floor, Clarence wing, St Mary's Hospital, London W2 1NY</p>		020 3312 7777, pals@imperial.co.uk	Complaints, comments and compliments about Western Eye Hospital
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