

Do you need to complain about a local health service?

Contact the relevant provider i.e. Hospitals, Health Centres, Community GPs, that you are dis-satisfied with to make a complaint.

Within the final letter of response to your complaint, the provider will give you details of the Parliamentary and Health Service Ombudsman who you can then contact if you remained dis-satisfied.

If you need assistance to make your complaint, Wolverhampton Health Advocacy Complaints Service can help; call them on 0800 161 5600.

If you need the details of any of our other Providers please just give us a call on 01902 444878 and we can help you.

The Royal Wolverhampton NHS Trust

PALS Team, New Cross
Hospital, Wednesfield Road,
Wolverhampton WV10 0QP
T: 01902 695 362
E: rwh-tr.pals@nhs.net

Black Country Partnership NHS Foundation Trust

Complaints Team, Delta
House, Greet Green Road,
West Bromwich B70 9PL
T: 0800 587 7720
E: complaints@bcpft.nhs.uk

GP Practices, Pharmacies, Dentists or Opticians

NHS England, PO Box 16738,
Redditch, Worcestershire
B97 6PT
T: 0300 311 2233
E: england.contactus@nhs.net

Wolverhampton City Council

Customer Relations, Wolverhampton WV1 1SH
T: 01902 551 901
E: complaints@wolverhampton.gov.uk



Wolverhampton
Clinical Commissioning Group V1.2

How to make a complaint and
provide feedback



your health and care matter

Wolverhampton Clinical Commissioning Group is committed to the provision of high quality services. To help us to do this we need to know what you think about the service you received

Tell us what you think

A complaint may be as a result of the way treatment or care has been provided to the patient or how a service has been managed. It may also relate to discrimination against a patient, something carried out against the patient's choice or wishes or the attitude and behaviour of staff.

Complaints should normally be made within 12 months of an incident or of the matter coming to your attention. This time limit can be extended provided you have good reasons for not making the complaint sooner and it's possible to complete a fair investigation.



Who can make a complaint?

Any person can make a complaint, the patient, client, carer, relative, parent etc. However, we do require consent from the patient for any complaint to be pursued on their behalf. Complaints made to the CCG should be about the services it commissions or the CCG as an organisation.

Complaints about care received by Providers i.e. Hospitals, Health Centres, Community GPs etc should be made to them directly to them and not the CCG. Within the final letter of response to a complaint, the provider will give you details of the Parliamentary and Health Service Ombudsman who you can then contact if you remained dissatisfied.

How to Complain

If your complaint is about a CCG related matter, then please contact us using any of the below methods; If your complaint regards any of our providers please see the last page of this leaflet for the details.

Quality and Risk Team
Wolverhampton Clinical Commissioning Group
Technology Centre
Wolverhampton Science Park
Glaisher Drive
Wolverhampton
WV10 9RU

T: 01902 444878
E: wolccg.wccg@nhs.net