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| Advocacy support   * [POhWER](https://www.pohwer.net/) support centre can be contacted via 0300 456 2370 * [Advocacy People](https://www.theadvocacypeople.org.uk/) gives advocacy support on 0330 440 9000 * [Age UK](https://www.ageuk.org.uk/) on 0800 055 6112 * Local Council can give advice on local advocacy services   Further action  If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to:  Parliamentary Health Service Ombudsman (PHSO)  Milbank Tower  Milbank  London  SW1P 4QP  Tel: 0345 015 4033  www.ombudsman.org.uk |  | Holmes Chapel Health Centre,  London Road,  Holmes Chapel,  Crewe, CW4 7BB  Telephone: 01477 533100  Email: [holmeschapel.healthcentre@nhs.net](mailto:holmeschapel.healthcentre@nhs.net)  Website: www.holmeschapelhealthcentre.co.uk |  | |  | | --- | | The complaints Process | |  | | Holmes Chapel Health Centre | |  | |

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| Talk to us  Every patient has the right to make a complaint about the treatment or care they have received at Holmes Chapel Health Centre.  We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.  Who to talk to  Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.  Alternatively, you can complain via email to [megan.hayward5@nhs.net](mailto:megan.hayward5@nhs.net), or arrange a call back if you are unable to put your concerns in writing and would like to raise them verbally. |  | If for any reason you do not want to speak to a member of our staff, then you can request that ICB, NHS Cheshire and Merseyside investigates your complaint. They will contact us on your behalf:  **Patient Experience Team**  No 1 Lakeside  920 Centre Park Square  Warrington  WA1 1QY  0800 132 996  [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)  Time frames for complaints  The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.  The Complaints Manager will respond to all complaints within three business days.  We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. |  | Investigating complaints  Holmes Chapel Health Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.  Confidentiality  Holmes Chapel Health Centre will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient’s healthcare record.  Third party complaints  Holmes Chapel Health Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.  Final response  Holmes Chapel Health Centre will issue a final response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy. |