

# How to make a complaint



## Easy Read

Some people will need someone to support them to go through this information so that they understand it.



We are Clinical Commissioning Groups.

We buy Healthcare services in your local area.



### **What is a complaint?**

A complaint is when you feel unhappy about a service.

You will not be treated differently because you have made a complaint.



### **Who can help me make a complaint?**

- A family member or friend can help you make a complaint.
- A carer can help you make a complaint.
- An advocate is someone who can support you to make a complaint.



### **What should I do if I am unhappy?**

First, talk to someone who supports you. Then, please talk to the service you are unhappy with, someone can help you to do this.

If you are still unhappy, you can make a complaint.

**You can:**

Telephone us on: 01604 651102



Write to us at:  
Complaints  
Francis Crick House  
Summerhouse Road  
Moulton Park  
Northampton  
NN3 6BF



Email us:

[northants.complaints@nhs.net](mailto:northants.complaints@nhs.net)

**We will:**

- Write to you to let you know we have looked at your complaint
- Look into the problem.
- Help you understand what is happening at every stage.



## Help you can get

You can get help from:  
The Complaints Advocacy Service

Telephone on: 0300 330 5454

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

If you are still unhappy you can ask the Ombudsman to help sort it out. The ombudsman is someone high up outside of the service.



Parliamentary and Health Service  
Ombudsman (PHSO)

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Letter: Millbank Tower, Millbank London  
SW1P 4QP

## NHS England

If you have a complaint about a primary healthcare service, like the dentist or optician:

Please telephone: 0300 311 22 33

Or email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

