

NHS Complaints: your support guide

Making a complaint

All practices are required by law to have a clear, advertised complaints procedure.

You can complain directly to your practice in the following ways:

- In writing
- Face-to-face
- Via telephone

Please visit your practice website for contact information.

What happens next?

- You should agree on a date with the practice manager that you will receive your response.
- Your complaint **must** be acknowledged within three working days.
- You **must** receive a written account from your practice detailing your concerns.
- The practice should strive to resolve any issues raised & keep you updated with the complaints process.

Your healthcare services

- General Practice
- Pharmacy
- Dentists
- Eyecare
- Walk-in centres

Please see [here](#) for more information on these services.

If you do not wish to complain directly to the practice, you may take your complaint to the National Health Service (NHS)

Please see [here](#) for further information.

NHS hospital services

The Patient Advice and Liaison Service are the main contact for concerns and complaints. For a full list of hospitals in the trust, please see [here](#).

The Manchester Foundation Trust PALS service can be contacted on **0161 276 8686** or by emailing pals@mft.nhs.uk

Mental Health Service

Contact the Customer Care Team:

Customer Care Team, Greater Manchester Mental Health NHS Foundation Trust, Trust HQ, Bury New Road, Prestwich, Manchester, M25 3BL

Telephone: **0800 587 4793** (freephone)
Landline: **0161 358 0600**
Email: customer-care@gmmh.nhs.uk

Social care services complaints

If you are unhappy with anything surrounding your social care, then contact **Manchester City Council**.

For Adult and Children's services contact **0161 234 3012**.

View the complaints form [here](#) or contact **0161 234 3012** to request a form be sent to your home address.

Children in care and leavers

The **National Youth Advocacy Service** are available to support, advise and ensure that you are listened to.

Contact the team on **0808 808 1001**

Complaining on behalf of others

For more information on making a complaint on behalf of someone else, please speak directly to the Service Manager.

us for further support.

Support with your complaint

Free support is available and provided by **The Independent Complaints Advocacy Service (ICA)** to help you make your NHS complaint.

Contact **0161 834 6069** or email advocacy@gaddum.co.uk for referrals and advice.

Next steps

If you are unhappy with the resolution of your NHS complaint, the **Parliamentary and Health Service Ombudsman** can conduct a review on your behalf.

Contact the helpline on **0345 015 4033**.

A call back service is also available on **07624 813 005**.

Requesting an interpreter

It is the responsibility of NHS service providers to ensure interpreting and translation services are made available to their patients free at the point of delivery.

Please contact the practice in question to arrange this.

We want to hear about the treatment and care you receive. Whether you have had a positive experience, or there is room for improvement, **have your say!**

