

How to make a complaint



Are you are unhappy about something that has happened to you when we have been caring for you?

We want to try to put things right for you.

You will not get into trouble for talking to us about what you are unhappy about.



You can speak to one of the Managers within St Austell Healthcare by calling 01726 75555 or by speaking to one of our receptionists at any of our sites.

They will listen to your concerns and say how we can sort things out quickly for you.



You can write to us at:

St Austell Healthcare
1 Wheal Northey
St Austell
Cornwall
PL25 3EF

Or by email: staustellhc.complaints.sahc@nhs.net



We will try and help you with your concerns. If we can't help you, we will tell you what you can do next.

Sometimes it is better to have a meeting with doctors and nurses involved in your care to try and sort out your problems.

Sometimes it is better if we ask someone to look into your concerns and then we will write to you.



What if I am still not happy?

You can speak to us again and we will try to put things right if we can.

Or you can take your complaint to the Parliamentary and Health Service Ombudsman, who may look into your complaint.



You can contact the Ombudsman by writing to:

Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower
Millbank
London
SW1P 4QP

Or by telephoning:
0345 015 4033



You can telephone them on:
0300 343 5706

You can email them:
Info@seap.org.uk

Do you need someone to help you raise your concern or complaint?

You can ask the Health Complaints Advocacy Service who are called SEAP who will help you to raise your concern or complaint.

You can write to them at:
SEAP

Upper Ground Floor
Qaulia House
Breeds Place
Hastings
TN34 3UY

You can telephone them on: 0330 440 9000.

You can email them: Info@seap.org.uk