

For further information about this service contact:

**PALS:**

- Patient Advice and Liaison Service
- Compliments - saying thank you!
- People Participation
- Concerns - if we get it wrong

Tel: 0300 131 1000

Email: [CCS-TR.PALS@nhs.net](mailto:CCS-TR.PALS@nhs.net)

Write to us (no stamp required):  
FREEPOST CCS LUT PATIENT EXPERIENCE

**Complaints**

Tel: 01480 398799 or 07951 498777

Email: [ccs.complaints@nhs.net](mailto:ccs.complaints@nhs.net)

Write to us (no stamp needed)  
FREEPOST: RTGA-CTLG-SCKH  
Complaints Team (supported by Serco)  
Unit 3, Meadow Park  
Meadow Lane  
St Ives  
Cambs, PE27 4LG

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.

# If you have a concern or complaint about a service provided by Cambridgeshire Community Services NHS Trust

This leaflet explains the services the Trust can help you with.



Your sexual health  
Where to go for help and advice

## How PALS can help you?



**If you are unhappy with your care, please tell a member of staff. They will do their best to help you.**

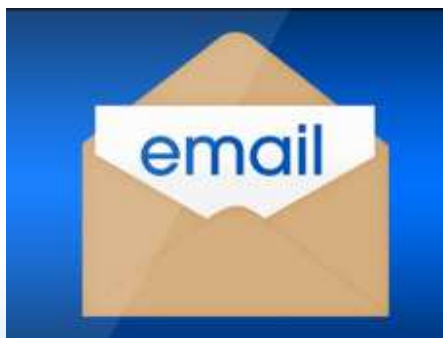


If you prefer, you can contact the PALS (Patient Advice and Liaison Service) and they will talk to staff on your behalf to try to sort things out.



**Telephone:** 0800 408 0199  
(for Luton services)

**Telephone:** 0800 013 2511  
(for Cambridgeshire, Peterborough  
Norfolk and Suffolk services)



**Email:** [ccs.tr.pals@nhs.net](mailto:ccs.tr.pals@nhs.net)

## If you are still unhappy you can contact the Ombudsman

You can ask the Ombudsman to help you.



**Write to:**

The Parliamentary and Health Service  
Ombudsman  
Millbank Tower, Millbank  
London, SW1P 4QP



**Telephone:** 0300 015 4033



**E-mail:**

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

## What happens next?

One of our complaints team will contact you about your complaint.



They will give you information about someone who can help you.



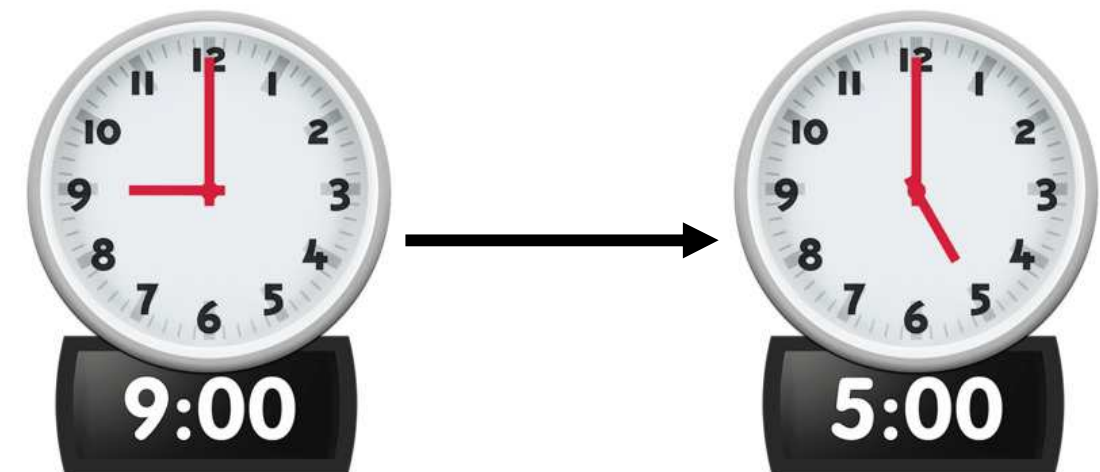
You will receive a letter explaining what happened and what we will do to make things better.



If you are still unhappy with our letter, please let us know so that we can try to find a way to sort it out.

## PALS opening hours are:

**We are open from 9am to 5pm Monday to Friday.  
You can leave a message outside of these hours.**



This is not an emergency service and the service is closed on bank holidays.

Please leave your name and full telephone number including dialling code and we will get back in touch as soon as we can.

## How to contact the Bedfordshire, Cambridgeshire, Norfolk, Peterborough and Suffolk Complaints Team

You will not be treated any differently if you raise a concern or a complaint.



**You can contact the Complaints Team at the addresses below:**

**For Bedfordshire, Cambridgeshire, Norfolk, Peterborough and Suffolk write to:**

The Complaints Manager  
Cambridgeshire Community Services  
NHS Trust  
Block 26  
Ida Darwin  
Old Drift  
Fulbourn  
Cambridge CB21 5EE



**Telephone:** 01223 885704



**E-mail:**  
[ang-sa.Nhscomplaints@nhs.net](mailto:ang-sa.Nhscomplaints@nhs.net)

## How to contact the Luton Complaints Team

**For Luton write to:**



**Freepost**  
CCS LUT PATIENT EXPERIENCE  
(You do not need to add anything else on the envelope).



**Telephone:** 01582 709347



**E-mail:** [ccs.tr.complaints@nhs.net](mailto:ccs.tr.complaints@nhs.net)