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.

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.

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

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Website: www.cambscommunityservices.nhs.uk

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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
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.

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:** 0300 131 1000 (for Bedfordshire, Cambridgeshire, Luton, Norfolk, Peterborough and Suffolk services)

**Email:** CCS-TR.PALS@nhs.net
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.

PALS opening hours are:

How to contact the 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, Luton, Norfolk, Peterborough and Suffolk, write to:

FREEPOST: RTGA-CTLG-SCKH
Complaints Team (supported by Serco)
Unit 3, Meadow Park
Meadow Lane
St Ives, Cambs, PE27 4LG

Telephone:
01480 398799 or 07951 498777

Email: ccs.complaints@nhs.net