

If you have a concern or complaint  
this leaflet explains how you can make  
yourself heard about services provided by  
us



**Your sexual health**

Where to go for help and advice

## **Please let us know**

Cambridgeshire Community Services NHS Trust is always pleased to hear from people who feel we have provided a good service. Equally, we always welcome suggestions on how we can make improvements, and we would like to hear from people if they are not happy with the standard of service, care or treatment we provided so we can improve our services.

We encourage our staff to help you deal with concerns or complaints in a friendly and confidential manner. They will do their best to resolve your concerns or complaints on the spot or as quickly as possible.

If you would rather not speak directly to a member of staff, you can contact our PALS team (Patient Advice and Liaison Service) on 0800 013 2511. They can talk to staff on your behalf and work with you to resolve your concerns.

Raising concerns or making a complaint will not affect the way you are treated.

## **You can make a complaint**

If it isn't possible to resolve your concern or if you are unhappy with the initial response you receive, you may wish to make a complaint.

You can do this by:

- completing our online form on our webpages.
- emailing or phoning the complaints team
- write to the complaints team or service (no stamp needed)

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

Tel: 01480 398799 or 07951 498777

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

### **What happens next?**

Once we receive your complaint, we will contact you within three working days, and acknowledge your complaint, and discuss and agree with you the time frames to investigate your complaint. An investigator will be assigned to your case and will liaise with you during the investigation. At the end of the investigation the evidence and information found will be sent to you by the Trust's Chief Executive Officer.

### **What happens if I am still not satisfied?**

We will do everything we can to resolve your complaint, including arranging meetings with staff involved and seeking independent medical advice.

If you remain dissatisfied with our response, you can contact:

The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank, London, SW1P 4QP  
E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Tel: 0345 015 4033  
Fax: 0300 061 4000

### **How to contact PALS?**

We are available Monday to Friday, not including public holidays, 9am to 5pm; outside of these hours we have an answer machine. Please leave your name and full telephone number including dialing code and we will get back in touch as soon as we can.

Your views count and your experience matters to us.

See back page for contact details.

## For further information about this service contact:

### **PALS: - Patient Advice and Liaison Service -**

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.