

## Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

## Further action

If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board \(ICB\)](#) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Wallingbrook Health Group  
Back Lane  
Chulmleigh, Devon EX18 7DL  
Telephone: 01769 580295

# The Complaints Process

Wallingbrook Health Group





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Wallingbrook Health Group.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible.

Alternatively, ask to speak to the Complaints Manager, Lucy Harris, Managing Partner. If for any reason you

do not want to speak to a member of our staff, you can make a complaint about the services to NHS Devon

### NHS Devon Contact Details

**Telephone:** 0300 123 1672

**Email:** [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)

**Post:** Patient Advice and Complaints team, Pomona House, Edginswell Business Park, Oak View Close Torquay TQ2 7FF

### Contact information:

Can also be found on the One Devon website:

[www.onedevon.org.uk/contact-us/patient-advice-and-complaints/](http://www.onedevon.org.uk/contact-us/patient-advice-and-complaints/)

A complaint can be made verbally or in writing. A complaints form is available from reception.

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will respond to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating complaints

Wallingbrook Health Group will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Wallingbrook Health Group will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

Wallingbrook Health Group allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## Final response

Wallingbrook Health Group will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.