

## Further information

You might find it useful to visit the following websites:

**Department of Health**  
[www.dh.gov.uk](http://www.dh.gov.uk)

**The Health Service Ombudsman**  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Citizens Advice Bureau**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Wandsworth Primary Care Trust**  
[www.wandsworth-pct.nhs.uk](http://www.wandsworth-pct.nhs.uk)

**Sutton and Merton Primary Care Trust**  
[www.suttonandmerton-pct.nhs.uk](http://www.suttonandmerton-pct.nhs.uk)



Complaints & Improvements  
St George's Healthcare NHS Trust  
St George's Hospital  
Blackshaw Road  
London, SW17 0QT

Tel: 020 8725 3492 or 020 8725 1609  
Website: [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)

CP/FII/02

St George's University Hospitals **NHS**  
NHS Foundation Trust

## Following our complaint investigation

Information leaflet

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We hope you are satisfied that all the concerns you have raised have been investigated and dealt with. However, if you are not fully reassured, this leaflet tells you how you can continue to pursue your complaint.

### **I have complained but I am still not happy. What should I do next?**

If you are still unhappy you could:

- Speak to the person who co-ordinated your complaint. This is usually the General Manager of the service involved. You should tell them what issues you feel are still unresolved and ask them to investigate further.
- Meet with the staff involved or representatives of the Trust. You can arrange this by calling the Complaints and Improvements Team on 020 8725 3492 or 020 8725 1609.
- We hope that this will resolve any outstanding concerns you may have. If however, after this, you still feel that they have not been resolved and you are still dissatisfied we can discuss with you any further local resolution options which might be available.

### **Can I go to the Ombudsman?**

If you are dissatisfied once all local resolution has been completed you can write to the Health Service Ombudsman and ask them to investigate your case. Normally you must do this within a year of your complaint.

### **What can the Ombudsman investigate?**

The Ombudsman is totally independent of the NHS. They can investigate complaints about poor administration or if the NHS fails in its duty to provide a service to patients. If the Ombudsman accepts your complaint and carries out an investigation, they will send you a report of the findings. If any part of your complaint is upheld, the report will tell you whether the Trust has agreed to resolve any wrong or hardship you have experienced. For example we might offer an apology or agree to change policies or procedures.

### **How can I contact the Ombudsman?**

You can call them on 020 7217 4051 or you can write to them at:  
The Health Service Ombudsman for England  
11th Floor, Millbank Tower,  
London, SW1P 4QP

### **Any Questions?**

If you have any questions or would like to discuss taking your complaint further please speak to the Complaints and Improvements Team on 020 8725 3492 or 020 8725 1609. Alternatively you can send an email to [complaints@stgeorges.nhs.uk](mailto:complaints@stgeorges.nhs.uk).

If you need independent advice or support about your complaint you can contact the Independent Complaints Advocacy Service (ICAS) on 0845 1203 784.

### **Satisfaction survey**

Once your complaint has been closed we may contact you by post to ask your opinion on how we dealt with your concerns.