

What Happens Next / External Contacts

- We will acknowledge your complaint within 3 working days.
- We aim to respond fully within 40 working days.
- If further time is needed, we'll keep you updated throughout the process.
- We always investigate thoroughly to learn from every complaint.

If you're not satisfied

If you remain unhappy with our response, you may contact:

NHS England – Complaints Manager

PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

Health Service Ombudsman

Citygate, 47-51 Mosley Street, Manchester, M2 3HQ

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Patient Advice and Complaints Team (for other NHS services):

FREEPOST EX184, County Hall, Topsham Road, Exeter, EX2 4QL

Tel: 01392 267 665 or 0300 123 1672

Email: pals.devon@nhs.net

Complaining on Behalf of Someone Else

To protect patient confidentiality, written consent from the patient is required before we can discuss their care with anyone else. If the patient is unable to consent, please explain this in writing.

Please ask at reception for the Complaints Form which contains a suitable form of authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

Patient Feedback, Compliments & Complaints



***Your voice helps us improve
your care***

We value your feedback

At Chillington Health Centre, we are committed to putting patients at the heart of everything we do.

Your experiences, thoughts and suggestions help us to:

- Celebrate what we're doing well
- Learn where we can improve
- Make sure our services meet the needs of all our patients

Whether you want to share a compliment, offer a suggestion or raise a concern, your feedback matters. Every comment helps us strengthen the care we provide for you, your family and our community.

We welcome all feedback and promise to handle your concerns with sensitivity, fairness and confidentiality.

Thank you for helping us deliver the highest standard of care.

Compliments & Suggestions

Sharing a compliment

If you've had a positive experience with any of our team, we'd love to hear from you. Your kind words motivate us and help us recognise excellent service.

How to share:



Speak to our receptionist



Call us on: 01548 580214



Email: enquiries.chillington@nhs.net



Write to us at:
Chillington Health Centre,
Chillington, Kingsbridge,
Devon, TQ7 2LB

Making a suggestion

Do you have an idea or observation about how we can improve your care?

Please let us know using any of the contact methods above.

Making a Complaint

We understand that things don't always go as planned, and we want to hear if something went wrong. We take complaints seriously and aim to resolve them quickly and fairly.

Step 1 – Informal resolution:

Many issues can be sorted immediately by speaking with a member of staff.

Step 2 – Formal complaint:

If the matter is not resolved, you can make a formal complaint.

Please submit your complaint:

- Preferably in writing
- Within 12 months of the issue

Send your written complaint to:



Gemma Morris, Operations Lead
Chillington Health Centre
Chillington
Kingsbridge
Devon
TQ7 2LB



or by email
FAO Gemma Morris
Operations Lead:
enquiries.chillington@nhs.net