

Concerns and Complaint Process
For further details please see
Healthwatch Harrow Complaints
Guide

Concern/Informal complaint
Tell Healthwatch Harrow
020 3432 2889 info@healthwatchharrow.co.uk

In the first instance you should contact the service provider, if you do not wish to do this please contact the providers as noted below

Do you
need help
to make
your formal
complaint?

GP's
Dentists
Pharmacists
Optometrists

NHS England
0300 311 22 33
England.contactus@nhs.net

Hospitals
Northwick Park
Central Middx
St Marks
Ealing

PALS 020 8869 5118
LNWH-tr.PALS@nhs.net

Mental Health
Service

CNWL
0300 013 4799
feedback.cnwl@nhs.net

Social
Care

Harrow Council
0800 136 104
complaints.adultsandchildrens@harrow.gov.uk

If dissatisfied with the complaint outcome



Advocacy 1st
020 3948 0559

advocacy@harrowmencap.org.uk

The Parliamentary Health Service Ombudsman

0345 015 4033

Phso.enquiries@ombudsman.org.uk www.ombudsman.org.uk

Concerns and Complaint Process

The Parliamentary & Health Service Ombudsman

- telephone: 0345 015 4033
- email phso.enquiries@ombudsman.org.uk
- textphone 0300 061 4298 if you are deaf or have problems using a standard telephone
- request a call by texting 'call back' with your name and mobile number to 07624 813 005
- or write to: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP
- you can also visit their website at <https://www.ombudsman.org.uk/>