

AMHERST MEDICAL PRACTICE

Making an Official Complaint

A West Kent PCT Customer Service Department is available to assist you.

PALS

The Patient Advice and Liaison Service
Wharf House, Medway Wharf Road, Tonbridge, Kent, TN9 1RE
Free phone 0800 0 850 850
Email:customer services@westkentpct.nhs.uk

Mediation Service Health Care Commission

You can seek support from the mediation service who can often be helpful in resolving disputes between practices and their patients. Either party may request mediation but both parties must agree to use this before proceeding.

Mediation Service Healthcare Resolutions
Park House 110 – 112 Mill Street,
East Malling
ME 19 6BU
Tel 01732 874107 email@ gemma.meades@kmpt.nhs.uk

Independent Review

ICAS

Independent Complaints and Advocacy Service is available to support you and represent your views when making a complaint – they can accompany you to meetings and discuss your complaint and provide support
Independent Complaints Advocacy Service (ICAS)
Ground Floor 7 Vale Road Tunbridge Wells TN1 1DJ
Tel 01892 540490
Email tunbridgew.icas@seap.rg.uk

The Parliamentary & Health Service Ombudsman

If you remain dissatisfied with the response from the practice (or the PCT where your complaint was investigated by them, then you would have the right to refer your complaint to the Health Service Ombudsman. They would require a clear statement of what issues remain outstanding.

The Parliamentary & Health Service Ombudsman
MillBank Tower
Millbank
London
SW1P 4QP

Tel 0845 015 4033
Email phso.enquiries@ombudsman.org.uk
Website www.ombudsman.org.uk