

ACE Ltd

Complaints Procedure

ACE Ltd is the provider of the Extended Access service at the Brambles Surgery. If you have been seen at an evening or weekend appointment at the Brambles and wish to raise a complaint or concern, please contact us.

Email the General Manager, Peter Hadfield, ace.ltd@nhs.net

By post to The Brambles Surgery, Geary Dr, Brentwood, CM15 9DY

We take all complaints or concerns seriously and will:

- Acknowledge receipt within three working days.
- Investigate your complaint thoroughly and consult with the staff involved
- Keep you informed throughout the process.
- Provide you with a written response, including details of actions we take to improve our services, if appropriate.

Should you prefer you can make your complaint to NHS England on 0300 311 22 33, england.contactus@nhs.net

WHO ELSE CAN HELP YOU?

Independent Complaints Advocacy Service provides a confidential complaints advocacy service to members of the public who wish to complain about any aspect of NHS care - Telephone **0300 7900 559** Email essexadvocacy@rethink.org

You can also get help to make a complaint about your NHS Practitioner from the local Citizens Advice Bureau.

WHAT TO DO IF YOU ARE NOT HAPPY WITH OUR RESPONSE

Firstly please let us know what issues are still outstanding.

If you still remain dissatisfied with the response to your complaint, you have the right to ask The Parliamentary and Health Service Ombudsman to undertake an independent review of your case. They can be contacted at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank, London, SW1P 4QP
Helpline - 0345 0154033
www.ombudsman.org.uk