



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 - ace.ltd@nhs.net

Or

By post to Dr Jeganathan, Chair, ACE ltd c/o Deal Tree Health Centre, Blackmore Road, Doddinghurst, Brentwood, CM15 0HU

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.

If you are not happy with the response from ACE ltd please contact;
Complaints at Basildon and Brentwood Clinical Commissioning group, Phoenix court,
Christopher Martin Road, Basildon, SS14 3HG.
Telephone 01268 594359
bbccg.complaints@nhs.net

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