

### If you are dissatisfied with the outcome:

Your complaint and the first investigation report will be forwarded to the company Complaints Director.

If you remain dissatisfied, you have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman  
Millbank Tower**

**Millbank  
London  
SW1P 4QP**

**Tel: 0345 015 4033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**

You may also wish to speak to a representative at your local Citizens Advice Bureau

The Company Complaints Director is:

Susan Gill, Director of Operations at the address shown overleaf



**FIRST CONTACT CLINICAL**  
ENABLING HEALTHY CHANGE

## FIRST CONTACT CLINICAL

### Complaints Guidance

*Adapted from the First Contact Clinical  
Complaints Policy in consultation with  
Service Users and Peer Mentors*

## How to Complain

### We welcome your feedback

First Contact Clinical is a learning organisation and we welcome all kinds of feedback whether positive or negative.

If you have a concern to raise, or complaint to make, most can be sorted out quickly and easily. This can often be at the time they arise with the person involved and this may be the approach you try first. You can also request support from another member of staff if preferred.



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Where you are not able to resolve your concern in this way and wish to make a formal complaint you should do so, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. You can do this by telephone, email or letter.

**Send your written complaint to:**

**The Support Team**

First Contact Clinical  
South Shields Business Works  
Henry Robson Way  
South Shields  
NE33 1RF

**Or telephone:** 0191 432 9838

**Or email:** [enquiries@firstcontactclinical.co.uk](mailto:enquiries@firstcontactclinical.co.uk)

### What we do next

We look to settle complaints as soon as possible, this involves:

- Acknowledging the complaint within 7 working days.
- We will look into the matter within 14 working days.
- You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.
- If the matter is likely to take longer than this we will let you know, and keep you informed along the way.
- When the investigations are complete your complaint will be determined and a final response sent to you.
- Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.
- The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### Complaining on behalf of someone else

We keep to the strict rules of personal confidentiality. If you wish to make a complaint and are not the person who received support, we will require the consent of the person who we supported to confirm that they are unhappy with their treatment and that we can deal with someone else about it. We will request this on your behalf.

Where the service user 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 complaint.