

Complaints

A Guide for Young People

Are we doing things right?

Need information or advice?

Worried, concerned or have a problem?

How to raise concerns or make a complaint about your care

Dudley Clinical Commissioning Group (CCG) is responsible for planning and buying health services for Dudley people.

We are here to support anyone who has a concern or complaint about the services we provide or those which we plan and buy.

Not Happy?

NHS staff try to get things right. But sometimes we do get it wrong. If you are unhappy with our care or services – please let us know. We can learn from you to make things better!

Who can make a complaint?

- Anyone can raise a concern or make a complaint.
- You can complain about NHS services or treatment you receive.
- If you are making a complaint on behalf of another person, please ask for their permission before you get in touch.

How do I make a complaint?

In the first instance you should contact the service provider to discuss your concerns. If this does not help to resolve your issue then you can make a formal complaint with the organisation or with Dudley Clinical Commissioning Group (CCG).

You can contact the Dudley CCG Complaints Officer by email, telephone or mail:

In writing: Complaints Officer

Dudley CCG

2nd Floor

Brierley Hill Health & Social Care Centre

Brierley hill

DY5 1RU

Telephone: 01384 321847

Email: contact@dudleyccg.nhs.uk

If your concerns have already been investigated by another organisation, unfortunately we are unable to handle them.

Complaints about a GP, Pharmacy, Dentist or Optician

CCGs are unable to handle any complaints relating to your GP, pharmacy, dentist or optician.

Complaints about these services are handled by NHS England:

In writing: NHS England
PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33

Email: england.contacts@nhs.net

I need help making a complaint

If you want help making a complaint or writing the letter, contact the Dudley Clinical Commissioning Group Complaints Officer for free advice:

- Telephone: 01384 321847
- Email: contact@dudleyccg.nhs.uk

What happens next?

- We aim to contact you within 3 days of getting your complaint.
- We will explain how long we will look into your complaint.
- We will tell you how long it might take.
- Finally, we will send you a full written response.

We may need to pass on your details to the provider of the service, but we will not do this without your permission.