



Complaints procedure

If you are unhappy about any aspect of the service you are invited to discuss your complaint with your doctor, nurse, psychotherapist or psychologist.

If you are not satisfied with the response or if the complaint is against your doctor, nurse, psychotherapist or psychologist you can ask the reception staff to speak to the Director of the Brandon Centre, or contact him directly by telephone, email or letter. His contact details are as:

Geoffrey Baruch PhD, Director
The Brandon Centre
26 Prince of Wales Road
London NW5 3 LG
Telephone: 020 7267 4792
Email: geoffreybaruch@brandoncentre.org.uk

Anybody who makes a formal complaint will receive a written acknowledgement within two working days of their complaint being received, unless they state for reasons of confidentiality that they do not wish to be written to or unless a full reply is sent within five working days.

The Director will make a full response within 20 working days of receiving the complaint. If there is a delay beyond this time because the investigation is still in progress, a letter will be sent explaining the

delay. A full response will always be sent within five days of the conclusion being reached.

If someone has made a complaint, they will be kept informed in writing of the stages of the investigation and any action which results. If for reasons of confidentiality they have stated that they do not wish to be written to, they will be asked for an alternative means of contact.

The Director will inform the Brandon Centre's Council of Management of complaints received and any action taken.

If you wish to make a complaint about the Brandon Centre or are dissatisfied with the way the Brandon Centre has dealt with a complaint, you have the right to take the complaint to the Health Service Ombudsman, which is a free and confidential service. There are time limits for taking a complaint to the Ombudsman. Further information is available at www.ombudsman.org.uk. The Health Ombudsman can be contacted at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Telephone: 0345 015 4033
Fax: 0300 051 4000
Email: phso.enquiries@ombudsman.org.uk