

Support with Making a Complaint

Independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about the NHS care or treatment they have received.

The logo for VoiceAbility, featuring the word "VoiceAbility" in white, bold, sans-serif font on a dark purple rectangular background.

Voice Ability is the provider of ICAS for Barnet residents. You can contact Voice Ability by post, telephone and email:

Address:

Sayer Vincent
Invicta House
108-114 Golden Lane
London
EC1Y 0TL

Telephone: 0300 303 1660

Email: helpline@voiceability.org

Website: <https://www.voiceability.org/>

You can contact Healthwatch Barnet for support making a complaint:

The logo for Healthwatch Barnet, featuring the word "healthwatch" in a bold, lowercase, sans-serif font with a pink heart shape replacing the letter 'e'. Below it, the word "Barnet" is written in a smaller, blue, sans-serif font.

Address:

Independent Living Centre
c/o Barnet & Southgate College
7 Bristol Avenue, Colindale
London
NW9 4BR

Telephone: 020 3475 1308

Email: info@healthwatchbarnet.co.uk

Website: <https://www.healthwatchbarnet.co.uk/>

Further Independent Review

If you are not satisfied with our final response to your complaint, you have the right to refer your complaint to the Health Service Ombudsman.



Parliamentary and Health Service Ombudsman

The Health Service Ombudsman represents the last stage in the NHS complaints process and carries out free independent reviews into unresolved complaints throughout the NHS and NHS funded services in England.

The Health Service Ombudsman would normally expect complaints to be referred within 12 months of the incident leading to the complaint. Complaints received outside this time limit may be considered if there is good reason to do so.

If you have any questions about whether the Health Service Ombudsman may be able to help you, or about how to refer your complaint, please contact them at the details below:

Address:

The Health Ombudsman,
Millbank Tower,
Millbank,
London,
SW1P 4QP

Telephone: 0345 015 4033

Textphone: 0300 061 4298

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

You can contact the Care Quality Commission:



Address:

CQC National Customer Service Centre,
Citygate Gallowgate,
Newcastle upon Tyne,
NE1 4PA

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Website: <https://www.cqc.org.uk/>

We can provide information in other languages and formats upon request. To arrange this please email us at: barnet.federation@nhs.net.