

**If you are not entirely satisfied with the service you have received, or are receiving from us, please let us know as soon as you can so that we can work with you to resolve things to your satisfaction.**

### **You can do any of the following:**

- Speak to your therapist
- Telephone our head office on **(01208) 871414** and ask to speak to the Office Manager
- Put details of your complaint in writing and send to the Office Manager at: **2D Restormel Estate, Lostwithiel PL22 0HG**
- Send us a message through the **'contact us'** page of our website
- Send details of your complaint to our enquires email address: **enq@outlooksw.co.uk**

Once we are aware of your concern or complaint, our complaints process will commence. This will initially be an acknowledgement letter from the Office Manager so you know that your complaint has been received. Your complaint will then be allocated to an Outlook South West Locality Manager who covers your GP surgery. We aim to resolve all complaints within 25 working days, but will do all we can to resolve them sooner than this. More detailed information about our complaints process can be found in our Complaints Policy, which can be found on the 'about us' page of our website.

### **Useful Contacts:**

#### **Office Manager**

Outlook South West  
2D Restormel Estate  
Lostwithiel  
Cornwall  
PL22 0HG  
01208 871414  
enq@outlooksw.co.uk

#### **Patient Advice and Liaison Service (PALS)**

NHS Cornwall and Isles of Scilly  
Sedgemoor Centre  
St Austell  
Cornwall  
PL25 5AS  
Tel: 0845 170 8000

**CIOSPCT Complaints Manager**

Sedgemoor Centre

St Austell

Cornwall

PL25 5AS

01726 627827

**Independent Complaints Advocacy Service (ICAS)**

17 Dean Street

Liskeard

Cornwall

PL14 4AB

01579 345 193

**The Parliamentary and Health Service Ombudsman**

Millbank Tower

Millbank

London

SW1P 4QP

0345 015 4033

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