



Complaints Guidance

How to raise a concern or make a complaint

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We welcome your feedback

First Contact Clinical is a learning organisation. We welcome all feedback, whether positive or negative, because it helps us improve our services.

If you have a concern, it can often be sorted out quickly and easily at the time it happens with the person involved. You can also ask to speak to another member of staff if you would prefer.

How to make a formal complaint

If your concern cannot be resolved informally and you want to make a formal complaint, please contact us as soon as possible after the event. This helps us understand what happened and respond properly.

- Write to: The Support Team, First Contact Clinical, Business Works, South Shields, Henry Robson Way, South Shields, NE33 1RF
- Email: enquiries@firstcontactclinical.co.uk
- Telephone: 0191 432 9838

What we will do next

- We will acknowledge your complaint within 7 working days.
- We will look to resolve the matter within 28 days wherever possible.
- You may receive a formal written response, or you may be invited to meet with the person or people concerned to try to resolve the issue.
- If the matter is likely to take longer, we will let you know and keep you informed.
- When our investigation is complete, we will send you a final response.
- If your complaint involves another organisation, such as social care or another health service, we may liaise with them so that you receive a coordinated response. We may need your consent to do this.
- The final response will explain the outcome and what you can do next if you remain dissatisfied.

Complaining on behalf of someone else

We follow strict rules about confidentiality. If you are making a complaint for someone else, we will usually need their consent before we can discuss their information with you.

If the person cannot give consent because of illness, accident or another reason, please explain the circumstances when you contact us. We will consider how best to handle the complaint fairly and safely.

If you are dissatisfied with the outcome

If you remain unhappy after receiving our final response, your complaint and the investigation report can be reviewed by the Company Complaints Director.

The Company Complaints Director is Susan Gill, Director of Operations, they can be contacted at the address above.

If you remain dissatisfied after this, you may have the right to contact the Parliamentary and Health Service Ombudsman.

- Parliamentary and Health Service Ombudsman
- Website: www.ombudsman.org.uk
- Customer Helpline: 0345 015 4033
- Email: phso.enquiries@ombudsman.org.uk

You may also wish to speak to your local Citizens Advice service or an independent advocacy service for support.

Contact us

First Contact Clinical

Business Works, South Shields

Henry Robson Way

South Shields

NE33 1RF

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