

## Pickfords Pharmacy Complaints policy

Whilst we always try our best, we realise that sometimes we don't always get things right. So, if you have concerns, suggestions, or feedback about any of our pharmacies we'd love to hear from you. We want to provide the best service possible, so we'll take time to understand your feedback and use it constructively to improve our service.

We treat all complaints with dignity and respect. We'll only discuss confidential information if it's needed to resolve your complaint and never with a third party unless they have your permission.

We will ensure that:

- You will receive a timely and appropriate response.
- Your complaint is fully investigated.
- You are treated with respect and courtesy.
- We keep you informed with the progress of your complaint and the actions we are going to take.
- We help you to understand our complaints procedure if needed.

### How to get in touch




- Email us at [complaints@pickfordspharmacy.com](mailto:complaints@pickfordspharmacy.com)
- Phone us on 0116 246 4654 (Monday – Friday 09:00 – 17:00)
- Write to us at:

Superintendent's office  
Pickfords Pharmacy  
Pickford House  
20 High View Close  
Vantage Park  
Hamilton  
Leicester  
LE4 9LJ

Pickfords Pharmacy Limited

Registered in England. Company Number 13792339

Registered office: Pickford House • 20 High View Close • Vantage Park • Hamilton • Leicester • LE4 9LJ

 0116 246 4654  [Info@pickfordspharmacy.com](mailto:Info@pickfordspharmacy.com)  [www.pickfordspharmacy.com](http://www.pickfordspharmacy.com)

## Complaints Policy – NHS Services (England)

We'll always offer an apology, if appropriate, and aim to give you a full explanation to resolve the issue to your satisfaction.

If you are not satisfied with the way we handled your complaint, you can escalate your complaint to the local Primary Care Organisation or the Ombudsman

### NHS England

- Call 0300 3112233
- Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) stating "For the attention of the complaints team" in the subject line
- Write to:  
NHS England  
PO Box 16738  
Redditch  
B97 9PT



### The Ombudsman

- Visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- Call the complaints helpline 0345 0154033
- Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- Write to:  
The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

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