

How to Make a Complaint - Easy Read

If something goes wrong

If you are unhappy with our service, you can make a complaint.

How to complain

Contact our Complaints Manager. They will listen to your concerns and help you. Our phone number is 0118 9874551.

Email

You can send your complaint to: bobicb-bw.umg@nhs.net

More information

You can read our Complaints and Comments leaflet or ask Reception for a paper copy.

What happens next?

We will confirm we have received your complaint within 3 working days.

Our response

We aim to reply within 30 days.

If there is a delay

We will tell you why there is a delay and let you know when you can expect a response.

Our Commissioner

Our commissioner is Thames Valley Integrated Care Board (ICB).

Important

Do not send confidential patient information to general ICB email addresses.

General enquiries to the ICB

Email: bobicb.enquiries@nhs.net

Write to the ICB

Thames Valley ICB
Unipart House
Garsington Road

Cowley
OX4 2PG

Patient Advice and Liaison Team

You can also ask the Thames Valley ICB Patient Advice and Liaison Team for help and information.