

# How to make a complaint

## What is a complaint?



A complaint is when you feel **unhappy** about a service

This may happen because:

We do something in the wrong way

We don't do something that should have been done

We do something that should not have been done

## Who can help me make a complaint?



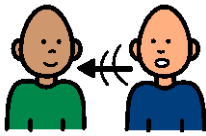
- A family member or friend
- A carer
- An advocate

## What should I do if I am unhappy?



Step 1:

Firstly, please talk to us.



Please ask to speak to the Practice Manager.

**We can usually answer your questions and put things right quickly**



## What happens next?

We will try and put things right

We will explain why things went wrong

We will try and make things better

If we cannot make it better you can cor

NHS ENGLAND

If you do not want to speak to the people who are not in the practice, then you can speak to NHS England Customer Contact Centre.

It aims to advise and support patients, their families and carers, and deal with worries informally and quickly with services that relate to GP surgeries, Dental Surgeries, Pharmacies, Opticians

They can be cor Patient Customer Contact Centre:



**0300 3112233**

**Healthwatch Advisory Service**

**0191 5147145**



You can also email:  
England.contactus@nhs.net

Healthwatchesunderland@pcp.uk.net

## What we will do

When you make a complaint we will:



**Let you know we have received your complaint letter**

We will contact you to talk about the problem. This person may be a doctor or the Practice Manager



We will look into the problem

We will help you to understand what is happening at every stage

## Help and Support to make a complaint



Help and support is available from the Independent Complaints Advocacy Service (ICAS).



Telephone: **0845 120 3734**



**You can also email:**  
[www.carersfederation.co.uk](http://www.carersfederation.co.uk)

### **If you are not happy with the response**



You can talk to the Health  
Service Ombudsman

This can be done by



Telephone: **0345 015 4033**



**You can also email:**  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)