

# **Low Moor Medical Centre - Practice Complaints Procedure**

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Low Moor  
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## Complaints Procedure

If you have a complaint or concern about the service that you have received from the Doctors or any of the staff working here, please let us know. We operate a “Practice Complaints Policy” in accordance with the standard NHS Complaints Procedure for England.

### How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know **as soon as possible**, ideally within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

1. Within 12 months of the incident that caused you the problem or
2. Within 12 months of becoming aware that you have something to complain about.

You can collect a complaints form from Reception, this needs to be completed and handed back in at Reception to be given to the Practice Manager. If you cannot collect a form please ask for this to be posted to you.

### What We Shall Do

We shall acknowledge your complaint within 3 working days. We will investigate your complaint and aim to provide you with a written response as soon as possible, usually within 28 days, however it may take longer depending on the complexity of the complaint. If we expect it to take longer we will explain the reason for this delay to you and also tell you when we expect to be able to give you further response to your complaint. We can also offer a meeting with the people involved if this would be helpful.

When we look into your complaint, we shall aim to:

1. Find out what happened and what went wrong.
2. Make it possible for you to discuss the problem with those concerned, if you would like this.
3. Make sure you receive an apology, where appropriate.
4. Identify what we can do to make sure the problem does not happen again.

### Complaining on Behalf of Someone Else.

Please note that we keep strictly to the rules of confidentiality, and uphold GDPR regulations. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

If you have made a complaint, but feel dissatisfied with the result of our investigation, you can contact:

**NHS Commissioning Board (NHSCB)**  
**Customer Contact Centre**  
NHS Commissioning Board  
Quarry House  
Quarry Hill  
Leeds LS2 7UE

If you remain unhappy with the outcome, you can take your complaint to: **Parliamentary and Health Service Ombudsman (PHSO)**. You can find more information about PHSO on their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or you can ring their helpline on Tel. 0345 015 4033.