



## **How to Make a Complaint**

If you have any complaints or concerns about the service received, please let us know as soon as possible so that we may discuss this verbally in a timely manner. 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 – because 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 within 6 months of the incident that caused the problem; or within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

Our Practice Manager will be pleased to deal with any complaint. We will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint by telephone; some concerns are easier to explain verbally. Please leave a detailed and concise message with the Receptionist and the Practice Manager will call you back when mutually convenient to discuss. You can also complain in writing; some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

When we investigate your complaint we shall aim to find out what happened and what went wrong; make it possible for you to discuss the problem with those concerned; make sure you receive an apology, where appropriate and identify what we can do to make sure the problem doesn't happen again. At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## **Complaining on Behalf of Somebody Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the NHS England West Yorkshire Customer Contact Centre if you feel you cannot raise your complaint with us.

Telephone number: 0300 3112233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you remain dissatisfied with the responses to your complaint either from the Practice or from NHS England, you have the right to ask the Parliamentary Health Service Ombudsman to look in to your case.

Telephone Number: 0345 015 4033 (8:30am-5:30pm Monday-Friday)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



You can share your experience with the Care Quality Commission. The Care Quality Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service.

Telephone Number: 03000 616161

Website: [www.cqc.org.uk/](http://www.cqc.org.uk/)

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.