

## Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on the PHSO webpage:  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Further action

If you are dissatisfied with the outcome of your complaint from either West Yorkshire ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Tower 30, Millbank  
LONDON  
SW1P 4QP

Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Elmwood Family Doctors  
Huddersfield Road  
Holmfirth, West Yorkshire, HD9 3TR  
01484 943000

# The Complaints Process

Elmwood Family Doctors



## Please talk to us

Although we aim to offer the best possible service to all our patients, we understand that we may not always get everything right. If you have a complaint about the service you have received from any of our staff, please let us know.

## Who to talk to?

We hope most problems can be sorted quickly and easily, ideally at the point they occur and with the person involved. If this isn't possible, please ask to speak to our operations manager to discuss the matter further. You can also write a letter addressed to our operations manager to lodge a formal complaint.

We always prefer to deal with complaints directly but if you'd rather not speak to a member of our practice, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

West Yorkshire ICB Complaints Team  
White Rose House West Parade  
Wakefield, WF1 1LT  
01924 552150  
wyicb.pals@nhs.net

## What happens next?

We'd like to be able to respond to complaints as soon as they happen, but if that isn't possible then please let us know the details of the complaint within 12 months of the problem occurring or 12 months from the time you become aware of the problem.

We aim to acknowledge your complaint within 5 working days of receiving it. This will be in writing.

We aim to investigate and provide you with the findings as soon as possible and will provide regular updates regarding the status of your complaint.

## Investigating complaints

We will investigate all complaints effectively and comply with legislation and guidance.

Where issues are identified within the practice, we use them to improve our procedures, policies, and ways of working to make sure we provide a better service in the future.

## Confidentiality

We make sure all complaints are investigated with confidentiality and that any documents are held separately from the patient's healthcare record. Complaints are only shared with the people who are involved in the complaint.

## Third party complaints

We also allow third parties to make a complaint on behalf of a patient. The patient needs to provide consent for them to do so as this usually involves sharing the patient's personal data. A third-party patient complaint form is available from reception.

## Resolution

We will issue a final response to all complainants that will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.