

# COMPLAINTS PROCEDURE PATIENTS

If you have a complaint or are dissatisfied with the services provided by doctors or staff working in our clinic, please let us know. As part of the NHS care system, we have put in place a complaints procedure to help you resolve your issues. Our complaints system meets national criteria.

## **How can I make a complaint?**

We believe that most issues can be resolved easily and quickly as soon as you report the problem with the affected person. If it is not possible to resolve your problem in this way and you still wish to make a formal complaint, please let us know immediately - this will allow us to establish the circumstances more quickly.

Complaints should be addressed to Frances Draper, the Practice Manager or any of the partners.

Alternatively, you can request a meeting with the Clinic Manager to discuss your problems. The complaints procedure will be clarified to you and your problems will be resolved as soon as possible.

Please let us know more about your complaint.

## **Our commitments**

We will acknowledge receipt of your complaint within five working days and will endeavour to resolve your complaint within twenty-five business days from the date your complaint was received. In the event of any delays, you will be informed.

In the justification you will receive the reason for the delay, alternatively we will offer a meeting with the people who are responsible for handling the complaint. We are committed to:

- determining the circumstances of the incident and analyzing the reported problem;
- arrange a meeting with the affected individuals to discuss any concerns raised;
- issue an apology, if appropriate in the particular case;
- establish procedures that will prevent the problem from recurring.

## **Making a complaint to the Greater Huddersfield Clinical Commissioning Group**

However, this does not change your right to complain to your local branch of the Clinical Commissioning Group, whose contact details are set out below, if you do not wish to use the complaints procedure at our clinic or are dissatisfied with the outcome of our investigation.

For further advice, please contact:

Complaints Manager  
Clinical Commissioning Group  
Broad Lea House  
Bradley Business Park

PALS  
WEST YORKSHIRE COMMISSIONING SUPPORT UNIT  
DOUGLAS MILL  
BOWLING OLD LANE

Dyson Wood Way  
Bradley, Huddersfield  
HD2 1GZ

BRADFORD  
BD5 7JR  
Tel.: 0800 0525 270  
E-mail: WestYorksPALS@nhs.net  
Godziny otwarcia: 08:30 – 16:30

COMPLAINTS  
NHS ENGLAND  
P.O. BOX 16738  
REDDITCH  
B97 9PT  
E-mail: England.contactus@nhs.net

THE PARLIAMENTARY & HEALTH SERVICE  
OMBUDSMAN (PHSO)  
MILLBANK TOWER  
MILLBANK  
LONDON  
SW1P 4QP  
E-mail: phso.enquiries@ombudsman.org.uk

**Making a complaint on behalf of someone else**

Please note that all patient information is treated by us as strictly confidential.

If you are making a complaint on behalf of another person, we need to make sure that you are authorised to do so. To do this, we require you to provide such authorisation in writing signed by the person concerned, unless they are unable (due to illness) to do so (please see the example below).

Example of a complaint made by a person other than the patient.

I \_\_\_\_\_ authorise \_\_\_\_\_ to lodge a complaint on my behalf

and I agree that the clinic will share (only to the extent necessary to respond to the complaint) confidential information that I have provided.

Patient signature \_\_\_\_\_ Date \_\_\_\_\_