

## COMPLAINTS INFORMATION LEAFLET

If you have any complaint or concern about the service that you have received from the doctors or staff working for this practice you are entitled to ask for an explanation. We operate a practice-based complaints procedure to deal with complaints. This procedure does not deal with matters of legal liability nor of compensation. If you want to claim compensation you will need to take legal action. In some cases, the practice-based procedure is not an appropriate form of investigation, in which case you will be referred to the Health Service Ombudsman.

This practice-based procedure does not affect your right to make a formal complaint to NHS Suffolk and North East Essex Integrated Care Board (ICB) if you so wish. Nor does it affect your right to seek compensation in law. The contact details for SNEEICB are;

<https://suffolkandnortheastsex.icb.nhs.uk>

Telephone: 0800 389 6819

Email: [sneeicb.complaints@nhs.net](mailto:sneeicb.complaints@nhs.net)

The person responsible person for dealing with complaints in the practice is Dr. S.R.J. Feltwell. The appointed Complaints Manager is Aimee Wiseman. In the first instance your complaint should be addressed to Aimee Wiseman, who will ensure that it is investigated thoroughly and as speedily as possible. We will acknowledge receipt of your complaint within 3 working days. We aim to report back to you within 14 working days although, in certain cases, more time may be required.

Please note that we must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question nor will we be able to disclose medical information under certain circumstances in accordance with the "Data Protection Act 1998." **If a complaint is received through a 3rd Party (for example NHS Suffolk) we will only respond through the third party with the express written permission of the patient (or their representative).**

Complaints may be made orally or in writing. We can help you to write down your complaint if you feel you need help to do so. Please do not hesitate to contact Mrs A. Wiseman who will be pleased to assist you.

Your complaint will then be investigated by the practice. It is likely that, as a first step, the investigator will contact you directly to ensure that he or she fully understands your complaint. The investigator will then interview appropriate members of the practice and may inspect relevant documents. Should a meeting between the parties be required, you will be given the option of being able to bring a friend or relative. Should the situation arise, the GP may wish to involve his/her medical defence union.

At the conclusion of the investigation, you will receive written details.

If you are still not satisfied after local resolution, you can refer the matter to the

Health Service Ombudsman to investigate your complaint. You can contact the Health Service Ombudsman on 0845 015 4033 (fax 020 7217 4940) or write to them at: Millbank Tower, Millbank, London SW1P 4QP