

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

Further action

If you are dissatisfied with the outcome
You have the right to approach the
Parliamentary & Health Service Ombudsman.
Their contact details are:
The Parliamentary and Health Service
Ombudsman Citygate Mosley Street
Manchester M2 3HQ
Tel: 0345 0154033
Website: www.ombudsman.org.uk
<http://www.ombudsman.org.uk/make-a-complaint>
(to complain online or download a
paper form).
You may also approach Health Watch or the
Suffolk Advocacy Service for help or advice; The
local Health Watch
<http://www.healthwatch.co.uk/>
or call 03000 68 30

**Woolpit Health
Centre
Heath Road
Woolpit
Bury St Edmunds
Suffolk
IP30 9QU**

01359 240 298

Woolpit.healthcentre@nhs.net

The Complaints Process

Woolpit Health Centre



Complaints Procedure

Most issues can be overcome quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See below for what to do in this case.

Send your written complaint via email to: woolpit.healthcentre@nhs.net

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint. We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

What We Do Next

We do our best to settle complaints as soon as possible. We aim to acknowledge receipt within three working days, and to resolve the matter as soon as possible and will try to give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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