

The Complaints Process

King Street Surgery

273 Bedford Road
Kempston
MK42 8QD
01234 852222

<https://kingstreetsurgery.co.uk/suggestions-comments-and-complaints/>

Talk to us.

Every patient has the right to make a complaint about the treatment or care they have received at King Street Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, but note this may need to be a booked appointment.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

- Enquiries and Experience Team Office of CEO & Chair, 3rd Floor, Arndale House, The Mall, Luton LU1 2LJ. Tel.:0800 148 8890
E-mail: blmkicb.contactus@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via our website.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will acknowledge to all complaints within three business days.

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

Investigating complaints

King Street Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

King Street Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

King Street Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

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

Advocacy support

- **VoiceAbility** on 0300 303 1660, helpline@voiceability.org. <https://www.voiceability.org/>
- **Age UK** on 0800 055 6112
- Local Council can give advice on local advocacy services.

Further action

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

- Milbank Tower, Milbank, LONDON, SW1P 4QP
- Citygate, Mosley Street, MANCHESTER, M2 3HQ

Tel: 0345 015 4033 www.ombudsman.org.uk