

COMPLAINTS PROCEDURE

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or phlebotomist working in this practice, please let us know. We operate a Practice Complaints Procedure as part of an NHS system for dealing with complaints. This procedure meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally within a few days or at most, a matter of weeks. This will enable us to establish what happened more easily. If it is not possible, please let us have the details of your complaint:

Within six months of the incident that caused the problem, or

Within six months of discovering that you have a problem provided that it is within twelve months of the incident.

Complaints should be addressed to Dr. Dilesh Shah or Mrs. Melanie Hunt and marked "Private and Confidential". Alternatively, you may ask for an appointment with a doctor to discuss your concerns. They will endeavour to ensure that your concerns are dealt with promptly. It would be a great help if you can be as specific as possible about your complaint.

Leaflets to help you can be found in the magazine rack to the left of the Patient Information Board on Reception.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we will aim to:

- Find out what happened, and what went wrong
- Make it possible for you to discuss the problem with those concerned – if you would like
- Make sure that you receive an apology where this is appropriate
- Identify what we can do to make sure that the problem doesn't happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) or a minor and unable to provide this.

COMPLAINING TO THE HEALTH AUTHORITY

We hope that if you do have a problem that you will use our Practice Complaints Procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to contact the local health authority if you feel that you cannot raise your complaint with us or if you feel dissatisfied with the result of the investigation.

By email to: hweicbwe.patientfeedback@nhs.net or telephone 01992 566122