

## Cornwall House Surgery

### Complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets the 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 formal complaint, we would like you to let us know **as soon as possible** – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened most easily. People's memory fades with time and makes it much more difficult to ascertain what happened in the past. The time limit for making a complaint is within 12 months of the events occurring or of you becoming aware of the matter complained about.

Complaints should be addressed to the Complaints Manager Mair Amery. Alternatively, you may ask for an appointment with her in order to discuss your concerns or telephone her on 0208 371 0727. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

#### What we will do

We will acknowledge your complaint within three working days and contact you to agree how best to deal with it. Our ultimate aim is offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall 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 this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure 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) of providing this.

#### Complaining to NHS England

You can contact NHS England by telephone on 03003 11 22 33 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or by post to NHS England PO Box 16738, Redditch, B97 9PT.

#### Complaining to the Ombudsman

If you remain dissatisfied after we (or NHS England) have dealt with your complaint you can now complain direct to the Health Service Ombudsman at Millbank Tower, Millbank, London, SW1P 4QP, telephone 0345 0154033, via the website at: <http://www.ombudsman.org.uk>.