

## COMPLAINT FORM

Please complete this form if you wish to make a formal complaint about anything relating to this practice. We will acknowledge receipt of your complaint within 3 days and will endeavour to resolve any subsequent issues within a time period agreed with you.

When the practice looks into your complaint it aims to

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

If you would prefer to have an informal discussion, then please contact the Practice Manager on 020 8758 0570. Please leave a message if they are not available when you telephone and they will return your call as soon as they can.

**Shelley Quarcoo**

**Practice Business Managers**

**DATE:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**Patient number (if applicable):** \_\_\_\_\_

**Home Tel:** \_\_\_\_\_

**Work Tel:** \_\_\_\_\_

**Mobile:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that FPM Content keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

## COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

**Patient Advisory Liaison Service (PALS)**  
**EALING HOSPITAL – 020 8869 5118**

**The London Independent Health Complaints and Advocacy Service (IHCAS) –**  
**Telephone: 0203 553 5960**  
**(charged at local rate)**  
**Minicom: 0300 456 2364**

### **NHS North West London**

- Telephone: 020 3350 4567 (this is an automated service. Please leave a message requesting a call back).
- E-mail: [nhsnwl.complaints@nhs.net](mailto:nhsnwl.complaints@nhs.net)
- Write to: Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD

## PALS, IHCAS & OMBUDSMAN PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on [www.nhs.uk](http://www.nhs.uk) and search for “*PALS services in your area*”

### **INDEPENDENT HEALTH COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

*ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on \*\*\*Please Find Details Using Web Address Below\*\*\*:*

[http://www.pohwer.net/how\\_we\\_can\\_help/icas\\_providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.html)

### **OMBUDSMAN**

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman’s Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:  
<http://www.cqc.org.uk>

## FPM Content

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr Audrey Silva  
Dr Ned Tapley  
Ms Shelley Quarcoo

**Please Take a Copy**

*Revised 15<sup>th</sup> November 2024*

