Complaints Form & Policy

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| --- | --- |
| Title: |  |
| First name: |  |
| Middle name: |  |
| Last name: |  |
| Date of birth: |  |
| Primary phone: |  |
| Mobile phone: |  |
| Email address: |  |
| Today’s date: |  |
| Your message: | |
|  | |

**Important Notice**

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 by completing the form on this page.

We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.  We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned.  We make every effort to give the best service possible to everyone who attends our Practice.

However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would like the matter to be settled as quickly, and as amicably, as possible.

To have your complaint investigated, you need to complain within 12 months of the event happening, or as soon as you first become aware of the issue you want to complain about.

The time limit can be extended in special circumstances.

**Interpreting Service**

We can arrange for a meeting with the Practice Manager and an Interpreter for any patient whose first language is not English and needs help with their complaint.

**How to make a compliment or complaint**

Whether you are happy or unhappy with the care and treatment that you have received, please get in touch and let us know your views.

Receiving compliments and complaints is important to ensuring good quality local healthcare in our Practice – helping us to find out more about what we’re getting right and what we can improve.

We hope this will help you to make your feelings and experiences known to the appropriate people. Should you have a complaint we hope this page will give you more information about what to do, who to contact and what happens next.

**How do I raise a concern / informal complaint?**

You can speak to any member of staff initially with your complaint. This gives you the opportunity to resolve any concern you may have without it going through a formal process.

Most complaints are best resolved within the practice and these should be made via the Practice Manager.

**Formal Complaint**

What we will do

We will contact you about your complaint within three working days and offer to discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within that time frame. Or a meeting with the people involved.

* + Find out what happened and what went wrong
  + Invite you to discuss the problem with those involved, if you would like this
  + Apologise where this is appropriate
  + Identify what we can do to make sure that the problem does not happen again.

If you feel you do not want to contact the surgery directly, then you can contact the NHS Complaints team on:

NHS England, PO Box 16738, Redditch, B97 9PT

If you are making a complaint please state: ‘For the attention of the complaints team’ in the subject line.  Contact information for NHS England can be found here.

**In General**

If you have a complaint to make, you can either contact the Practice Manager or ask the Receptionist for a copy of our Complaints Procedure. We will endeavour to:

* + acknowledge any letter or Complaints Form within 3 working days of receiving it.
  + deal with the matter as promptly as possible – usually within 20 working days – dependent on the nature of the complaint.

**Who can complain**

Complainants may be current or former patients, or their nominated or elected representatives (who have been given consent to act on the patients behalf).

* + Patients over the age of 16 whose mental capacity is unimpaired should normally complain themselves or authorise someone to bring a complaint on their behalf.
  + Children under the age of 16 can also make their own complaint, if they’re able to do so.

If a patient lacks capacity to make decisions, their representative must be able to demonstrate sufficient interest in the patient’s welfare and be an appropriate person to act on their behalf. This could be a partner, relative or someone appointed under the Mental Capacity Act 2005 with lasting power of attorney.

**Appropriate person**

In certain circumstances, we need to check that a representative is the appropriate person to make a complaint.

* + For example, if the complaint involves a child, we must satisfy ourselves that there are reasonable grounds for the representative to complain, rather than the child concerned.
  + If the patient is a child or a patient who lacks capacity, we must also be satisfied that the representative is acting in the patient’s best interests.

If we are not satisfied that the representative is an appropriate person we will not consider the complaint, and will give the representative the reasons for our decision in writing.

**Time limits**

A complaint must be made within 12 months, either from the date of the incident or from when the complainant first knew about it.

The regulations state that a responsible body should only consider a complaint after this time limit if:

* + the complainant has good reason for doing so, and
  + it’s still possible to investigate the complaint fairly and effectively, despite the delay.

**Procedure**

We have a two stage complaints procedure. We will always try to deal with your complaint quickly however if it is clear that the matter will need a detailed investigation, we will notify you and then keep you updated on our progress.

Stage one – Early, local resolution

We will try to resolve your complaint within five working days if possible.

If you are dissatisfied with our response, you can ask us to escalate your complaint to Stage Two.

Stage Two – Investigation

* + We will look at your complaint at this stage if you are dissatisfied with our response at Stage One.
  + We also escalate some complaints straight to this stage, if it is clear that they are complex or need detailed investigation.
  + We will acknowledge your complaint within 3 working days and we will give you our decision as soon as possible. This will be no more that 20 working days unless there is clearly a good reason for needing more time to respond.

**Complain to the Ombudsman**

If, after receiving our final decision, you remain dissatisfied you may take your complaint to the Ombudsman.

The Ombudsman is independent of the NHS and free to use. It can help resolve your complaint, and tell the NHS how to put things right if it has got them wrong.

The Ombudsman only has legal powers to investigate certain complaints. You must have received a final response from the Practice before the Ombudsman can look at your complaint and it will generally not look into your complaint if it happened more than 12 months ago, unless there are exceptional circumstances.

Address:

Parliamentary & Health Service Ombudsman, Tower 30, Millbank, London, SW1P 4QP

Phone: 0345 015 4033

[More information to the Ombudsman](https://www.ombudsman.org.uk/making-complaint)

Independent Complaints Advocacy Service (ICAS)

If you have concerns about or wish to make a complaint about the quality of care you receive from the NHS, or any other issues or experiences when using the NHS, ICAS can help. People using the health service usually feel they can raise such concerns with a member of staff, such as a Therapist, Doctor, Nurse or Receptionist and the NHS expects that the person you approach will do their best to help you. However, if you are not satisfied by their response or prefer to talk to someone who is not directly involved in your healthcare, ICAS is there to help.

ICAS provide a service which aims to improve your satisfaction and reduce any confusion or anxiety you may have and ICAS staff will act as quickly, and creatively, as possible to support patients, their carers and families to deal with concerns before they become more serious.

Complaints resolution staff at your Practice should give you further information about making a complaint and assist you in contacting ICAS, should you require help with your complaint from outside the NHS.

Please refer to the ICAS website for more information.

Telephone: 0300 330 5454

Confidentiality

All complaints will be treated in the strictest confidence.

Where the investigation of the complaint requires consideration of the patient’s medical records, we will inform the patient or person acting on his/her behalf if the investigation will involve disclosure of information contained in those records to a person other than the Practice or an employee of the Practice.

We keep a record of all complaints and copies of all correspondence relating to complaints, but such records will be kept separate from patients’ medical records.

Statistics and reporting

The Practice must submit to the local primary care organisation periodically/at agreed intervals details of the number of complaints received and actioned.

There Are A Number Of Sources Who Can Help You Make Your Decisions And Give Advice:

These include:

**The Citizens Advice Bureau**

[Find your local Citizens Advice – Citizens Advice](https://www.citizensadvice.org.uk/about-us/contact-us/nearby/)

**NHS Complaints Independent Advocacy Service,**

Tel: 0300 330 5454 or email via their web-site.

(Includes VoiceAbility)

POhWER (An advocacy service that also provides advocacy under the Care Act)

Tel: 03000 456 2370 or email via their web-site.

Heathwatch Haringey (can direct you to other advocacy services)

Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX

Tel: 020 8888 0579

email: [info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)