



## PATIENT COMPLAINT FORM

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this Practice, please let us know. We operate a Practice Complaints Procedure as part of an NHS complaints system, which meets national criteria.

### HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Assistant Practice Manager (you can use the attached form). The Assistant Practice Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request, or can be downloaded from our website). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form can be picked up at reception or downloaded from our website.

### WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any of the Practice's investigations.

### TAKING IT FURTHER

If you remain dissatisfied with the outcome, you may wish to refer the matter to an independent advocate. Details are contained in our 'The Complaints Process' leaflet available in the Practice or on our website. <https://www.albanyhousemedicalcentre.co.uk/>



**PATIENT COMPLAINT FORM**

**SECTION 1: PATIENT DETAILS**

Surname		Title	
Forename		Address	
Date of birth			
Telephone no.		Postcode	

**SECTION 2: COMPLAINT DETAILS**

Please give full details of the complaint below including dates, times, locations and names of any organisation staff (if known). Continue on a separate page if required.

**SECTION 3: OUTCOME**

**SECTION 4: SIGNATURE**

Surname & initials		Title	
Signature		Date	

**FOR OFFICE USE ONLY:**

**SECTION 5: ACTIONS**

Passed to Complaints Manager Yes / No | Date



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