

COMPLAINTS PROCEDURE

Who should I complain to?

You can complain to the Practice Manager of the Swan Medical Centre that you're unhappy with the service provided.

When should I complain?

As soon as possible. Complaints should normally be made within 12 months of the date of the event that you're complaining about, or as soon as the matter first came to your attention.

The time limit can sometimes be extended (so long as it's still possible to investigate the complaint). An extension might be possible, such as in situations where it would have been difficult for you to complain earlier, for example, when you were grieving or undergoing trauma.

Where do I start?

Since April 2009, the NHS has run a simple complaints process, which has two stages.

1. Your first step will normally be to raise the matter (in writing or by speaking to the Manager about your concerns).
2. Alternatively, if you prefer, you can raise the matter with the Birmingham and Solihull Trust Complaints Department. This is called local resolution, and most cases are resolved at this stage.
3. If you're still unhappy, you can refer the matter to the [Parliamentary and Health Service Ombudsman](#), who is the independent of the NHS and government. Call 0345 015 4033