

DO YOU HAVE A COMPLAINT?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the practitioners or any of the staff working in this practice, please let us know. As part of an NHS system we operate a practice complaints procedure. Our complaints system meets 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 this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally, within a matter of days - because this will enable us to establish what happened more easily. Complaints can be made verbally or preferably in writing.

TIME LIMITS FOR MAKING COMPLAINTS

- Within 12 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem provided this is within 12 months of the relating incident.

The Practice Manager will retain the discretion to investigate complaints brought later than this if there are good reasons for the delay and it is still possible to carry out an investigation.

Complaints should be addressed to the Practice Manager. 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 WILL HAPPEN

We will acknowledge your complaint within three working days either verbally or in writing. We will then inform you about:-

- The manner in which the complaint will be handled;
- The timescales by which the investigation will be completed;
- The timescales by which our response will be sent.

Our response will include a report which confirms:-

- An explanation of how the complaint has been considered;
- The conclusions reached in relation to the complaint including any remedial actions considered necessary;
- Confirmation of any action needed as a result of the complaint has been/will be taken.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

WHAT IF I'M STILL NOT SATISFIED?

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. Most problems can be resolved at this stage.

However, if you feel too uncomfortable to complain to us directly then you can make a complaint to the commissioner of the services instead. NHS services are commissioned, planned and paid for by either NHS England or Clinical Commissioning Groups (CCGs). Contact details below:

**NHS England
PO Box 16738
Redditch
Worcester B98 9PT
Telephone: 0300 311 22 33
Email: england.contactus@nhs.net**

You also have the right to ask the Parliamentary Health Service Ombudsman to carry out an independent investigation into your complaint. If you feel you have suffered because you have received poor service or treatment or were not treated properly or fairly, the Parliamentary Health Service Ombudsman may be able to help. Contact details below:

**The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Helpline: 0345 015 4033
Website: www.ombudsman.org.uk
Email: phto.enquiries@ombudsman.org.uk**