

Further action

If you are dissatisfied with the outcome of your complaint from this organisation, then you can escalate your complaint to PAL on

02476252011 or write

Coventry and Warwickshire
Partnership NHS Trust
Wayside House, Wilsons Lane
Longford
Coventry
CV6 6NY

Parliamentary Health Service
Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER

M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk

Godiva Group of Practice's
5 Clay Lane
Coventry, CV2 4LJ
Tel: 02475 096629 , Email: cwicb.godivagroup@nhs.net

Branch Surgeries
Stoney Stanton Surgery, Holyhead Road, Balliol Road

The Complaints Process

Godiva Group of Practice's
5 Clay Lane, Coventry, CV2 4LJ
Tel: 02475 096629
Email: cwicb.godivagroup@nhs.net





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at **Godiva Group of Practice's**.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible.

Alternatively, please ask to speak to the Complaints Manager on site but note this may need to be a booked appointment or you can request a call back from senior manager Saddam Hussain who can contact you back within 5 working days.

We will acknowledge in 5 working days.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to cwicb.godivagroup@nhs.net.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The **complaints handler** will respond to within five business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)