

## If you are dissatisfied with the outcome

The practice would like to resolve all complaints to everyone's satisfaction and will continue to work with patients to achieve resolution. If this cannot be reached you have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London**  
**SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

The Practice Complaints Lead is:  
**Klaudia Donegani**  
[Klaudia.donegani@nhs.net](mailto:Klaudia.donegani@nhs.net)

Practice Manager:

**Klaudia Donegani**  
[Klaudia.donegani@nhs.net](mailto:Klaudia.donegani@nhs.net)

Deputy Complaints Lead

**Sana Saeed**  
[Sana.saeed@nhs.net](mailto:Sana.saeed@nhs.net)

## Church View Medical Centre

**1 Church Lane, Manchester**  
**M9 4BE**

**0161 271 3065**

[gmicb-mh.churchview@nhs.net](mailto:gmicb-mh.churchview@nhs.net)

## Complaints Procedure

If you wish to complain directly to ICB please address your complaint to

**Local area Primary Care Feedback and Complaints Manchester – NHS GM**

Manchester Feedback and Complaints Service  
PO BOX 532  
Town Hall  
Manchester  
M60 2LA

[nhscomplaints@manchester.gov.uk](mailto:nhscomplaints@manchester.gov.uk)

**Tel: 0161 953 8388**



## Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the patient themselves and a member of staff.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident, or within 12 months of you discovering that the incident occurred, giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made on behalf of someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects. Any written complaints should be sent to:

**Complaints Manager**  
**Church View Medical Practice,**  
**1 Church Lane,**  
**Manchester**  
**M9 4BE**

### **What we do next**

We look to settle complaints as soon as possible.

We will formally acknowledge receipt of a complaint within 3 working days. The complaints lead or Practice Manager will contact the complainant by telephone to discuss the complaint, agree the best way forward in handling the complaint and agree a timescale for a response.

Our aim is to offer a response to the complaint within 30 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### **Complaining on behalf of someone else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else on their behalf.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or we may be able to deal directly with the third party, this depends on the wording of the authority provided.

### **Finding help to make a complaint**

You have the right to complain to your local Integrated Care Board (ICB) if you feel like you want to take your complaint further on:

#### **Local area Primary Care Feedback and Complaints Manchester – NHS GM**

Manchester Feedback and Complaints Service  
PO BOX 532  
Town Hall  
Manchester  
M60 2LA

Tel: **0161 953 8388**

Email: [nhscomplaints@manchester.gov.uk](mailto:nhscomplaints@manchester.gov.uk)

#### **Also**

Healthwatch Manchester

First Floor,

Railway Cottage,

Behind Bass Warehouse

Of Castle Street,

M3 4LZ

[info@healthwatchmanchester.co.uk](mailto:info@healthwatchmanchester.co.uk)

Tel 0161 2281 344