



Complaints Procedure

Approved By	Katie Turner
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As a practice will endeavour to deal with any complaint made by a legitimate person against the services provided at Blyth Road Medical Centre.

We will take appropriate action if the investigation has uncovered unsatisfactory, unfair, inappropriate or unacceptable treatment and care or attitude and/or manner. We will investigate any concerns raised with the member of staff or the Clinician concerned with a view to responding to the concerns raised and to ensure that where possible this does not happen again. A written reply will be sent to the complainant.

If a person wishes to make a formal complaint the procedure below should be followed.

- If a person has a complaint or concern about the service they have received from the doctor or any member of staff we ask this to be put in writing addressed to the Practice Manager.
- Complaints must be made within 12 months after the date when the matter happened that is the subject of the complaint or the date when the complainant knew they had cause to complain, if more than 12 months later. If there are good reasons for not having made the complaint within the above timeframe and, it is still possible to investigate the complaint effectively and fairly, the practice may decide to still consider the complaint.
- If the complainant is not the patient, then third party consent must be obtained before the investigation commences unless the patient is a minor, in which case the complainant should be the parent or guardian.
- An acknowledgement or full reply to a complaint will be sent no later than the third working day after receiving it
- The Practice Manager will carry out an investigation, which may involve listening to phone calls, talking to any clinician or staff involved and requesting a statement from these persons if necessary.
- The Practice Manager will draft a response which will be discussed with those concerned and checked for accuracy.
- If the complaint can't be addressed within 3 working days, the Practice Manager will send acknowledgement and then provide a full response to the complaint within 20 working days
- For any complaints received verbally (and not resolved in 24 hours) a written record is made and shared with the complainant.
- If patients prefer to complain directly to the commissioning organisation, complaints can alternatively be made directly to the Integrated Care Board (ICB) complaints department by either

Telephoning 0114 305 1000

or by email to syicb-sheffield.icbcomplaints@nhs.net

The email address covers all areas of South Yorkshire (Rotherham, Doncaster, Barnsley and Sheffield), therefore when submitting a complaint, patients will need to include the specific area their complaint is in reference to, i.e. Rotherham.

- The complainant will be informed that they can also contact a service called 'Cloverleaf' (previously Healthwatch) is an independent consumer champion created to help patients get the best out of their local health and social care services by gaining patient's thoughts, opinions and experiences which may help to improve services and shape them for the future. 'Cloverleaf' Advocates are available to support you through the whole NHS complaints process and will explain the options

available to you. They do not investigate or encourage complaints, nor do they offer legal or medical advice. The service is free, independent and confidential.

Cloverleaf (Absolute Advocacy Service for Rotherham) can be contacted
via post - Head Office, 5th Floor, Empire House, Wakefield Old Road, DEWSBURY WF12 3DJ
by telephone 01709 794294 or
by email: nhscomplaints@cloverleaf-advocacy.co.uk
website <https://cloverleaf-advocacy.co.uk/areas/rotherham>

- Where a complaint cannot be resolved through the conclusion of the NHS Complaints Procedure the Parliamentary and Health Service Ombudsman can be asked to review the case at the next level. The Health Service Ombudsman is independent of both Government and the NHS and can be contacted at Millbank Tower, London SW1P 4QP – Telephone 0345 015 4033.
- Every year, GP Practices complete a KO41b data return on the number of complaints they have received in the previous year, the categories of complaint and which type of staff they were against. NHS Digital publishes this data annually.
- Complaints are discussed with the appropriate practice team as they arise throughout the year. The practice also produces an annual summary report of anonymised complaints which are discussed once a year with the whole practice team and are readily available to be shared with the ICB or CQC on request.
- Doctors declare and reflect on any personal complaints about themselves as part of their external annual appraisal. Nurses can do the same as part of their NMC revalidation process.
- Complaints are not stored as part of the clinical record and are stored separately. Complaint records will be retained for 10 years.