



## COMPLAINTS PROCEDURE

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong sometimes, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. If you have a comment, compliment or complaint about the service you have received from the doctors or any of the staff working in this practice, please let us know.

We operate a practice comments, compliments and complaints procedure which meets NHS national criteria.

**C**ompliments, we receive are shared with the individual concerned and the whole team. This encourages us and lets us know we are providing a good service.

**C**omments and Concerns are treated in the same way – this is so we can learn from the information you provide us.

**C**omplaints  
The first stage of the NHS complaints procedure is 'Local Resolution'. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible. If you have concerns, please raise them immediately by speaking to any member of the practice team. We will always take any concerns you raise seriously and will try to resolve your concerns there and then. If you feel your concern has not been dealt with satisfactorily and you want to continue with your complaint then we will treat it as a formal complaint. To make a formal complaint, you will need to complete a "Complaints Form" addressed to the Complaints Manager and either bring to the surgery in person, post or email to the Complaints Manager.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know you have their permission. A note signed by the person concerned will be needed, unless they are unable to do so (usually because of illness). In which case, a decision will be made in the best interests of the person concerned.

### Confidentiality

Your complaint will be treated as confidential. Only those involved and the investigator will know about it. Any paperwork will be kept separate from your medical records and your medical care will not be prejudiced.

### How we manage formal complaints

Receipt of your complaint will be acknowledged within three working days.

Your complaint will be investigated thoroughly, and we aim to have a response to you within 40 working days.

We hope that at the end of the process you will feel satisfied that we have dealt with the matter thoroughly.

### Who will respond to your complaint?

The complaints manager is responsible for investigating and responding to complaints.

### Note

Making a complaint will not affect your care from Wetherby Surgery in any way. Our records of complaints are kept entirely separate and confidential, not as part of your medical records.

### **What to do if you are not satisfied**

We hope that if you have a problem, you will use our complaints procedure. We believe that this gives you the best chance of putting things right and an opportunity for us to improve our practice.

However, if you feel that you cannot raise a complaint with us directly, this does not affect your right to approach NHS West Yorkshire ICB who operate contracts for your care or NHS England.

You should contact either:


NHS Leeds Integrated Care Board Complaints Team  
White Rose House  
West Parade  
Wakefield, WF1 1LT

### **Telephone**

01924 552150


 <http://www.westyorkshire.icb.nhs.uk/>


### **OR**

NHS England  
☎ 0300 311 2233  
 [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you have complained to us and remain dissatisfied with the result of our investigation, you may request a review of your complaint from the Parliamentary and Health Service Ombudsman which is an independent body established to promote improvements in healthcare.


You can contact the Ombudsman at:-

 Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

☎ 0345 015 4033  
🌐 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
 [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

You may also wish to contact the Leeds Independent Health Complaints Advocacy (LIHCA)

Contact details:-

☎ 0113 244 0606  
 [lihca@advonet.org.uk](mailto:lihca@advonet.org.uk)  
🌐 [www.advonet.org.uk](http://www.advonet.org.uk)

✉ Unity Business Centre,  
26 Roundhay Road  
Leeds LS7 1AB

### **Complaints about the Out of Hours Service**

Any complaints about the Out of Hours Service (ie while we are closed) should be sent directly to:-

✉ Local Care Direct  
Lexicon House  
Wellington Grove  
Leeds LS7 2BQ