

**North Leverton Surgery**  
**Sturton Road**  
**North Leverton**  
**Retford , Notts. DN22 0AB**  
**Tel: 01427 880223**

## **PRACTICE COMPLAINTS PROCEDURE**

### **A Guide for Patients**



We always try to give the best service possible, but there maybe times when you feel that this has not happened. This leaflet explains what will happen if you have a complaint about the services we provide for you.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If the problem cannot be sorted out in 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 or at most a few weeks, as this will enable us to establish what happened more easily.

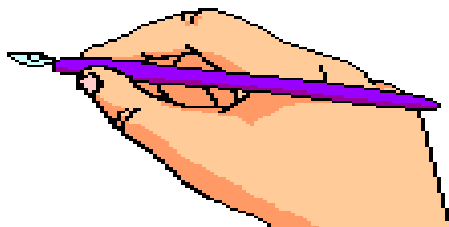


# The Complaints Procedure

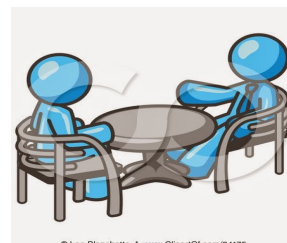
If you wish to make a complaint, please do one of the following:-



**Telephone**



**Write by post or online**



**In person**

Telephone : 01427 880223 and ask for the practice manager.

By Post: Please write to the address on the front of this leaflet

Online please email [nnicb-bassetlaw.C84692@nhs.net](mailto:nnicb-bassetlaw.C84692@nhs.net)  
or fill in the online form on our website.

In person: Contact our Practice Manager via reception to discuss your concerns.

We will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.



## **Confidentiality**



We have to respect the rules of medical confidentiality and a patients' written consent will be necessary if a complaint is not made by that patient in person.

## **Acknowledgement**

Upon receipt of your complaint we shall send you an acknowledgement letter within three working days .

We aim to fully respond to your complaint within ten working days. Occasionally if we have to make a lot of enquiries or if key personnel are absent from the practice it might take a little longer, but we will keep you informed.

Once the investigation is complete you will receive a letter detailing our findings,.



We hope that, if you have a problem, you will use our practice complaints procedure as we believe this will give us the best chance of putting right whatever has gone wrong. However, this does not affect your right to complain to the appropriate authority if you feel that you cannot raise your complaint with us.

In this instance you should contact:

**Patient Experience Team**  
Nottingham and Nottinghamshire Integrated Care Board  
Sir John Robinson House  
Sir John Robinson Way  
Arnold , Nottingham  
Tel: 0115 8839570  
[nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

If you have received a final response from either the Practice or NHS England and you are not satisfied with the outcome, you can contact the Health Service Ombudsman at:

**Health Service Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You can also ask the Care Quality Commission to review your complaint at the address below:

**Care Quality Commission (CQC)  
National Correspondence**

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).