

COMPLAINTS PATIENT INFORMATION LEAFLET

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the clinicians or any of the staff working at Saffron Health, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints that comply with The Local Authority Social Services and National Health Service Complaints Regulations 2009.

How to Complain

We hope that most problems can be sorted out as soon as they happen and with the person concerned. If your problem cannot be resolved in this way, and you wish to continue with your complaint, please let us know as soon as possible, ideally within a few days as we will be able to establish what happened quickly. You can give us details of your complaint in the following ways.

- Verbally, either via a telephone call or by asking to speak to someone when in the practice.
- We have a complaints form you can complete, please ask at reception or visit our practice website at saffronhealth.co.uk
- You can write to us directly at, Saffron Health, 509 Saffron Lane, Leicester, LE2 6UL
- You can email your complaint to saffronhealth1@nhs.net
- You can get help by requesting an advocate to help you with your complaint, for more details please visit <https://www.pohwer.net/nhs-complaints-advocacy> or call 03004562370

Complaints should be addressed to the Reception Manager if your complaint is about access, appointments, or reception staff. Complaints should be addressed to the Practice Manager if your complaint is about a clinician or your clinical care.

Confidentiality

If you are complaining on behalf of someone else, we must know that you have their permission to do so. We keep strictly to the rules of confidentiality, and we will require a signed consent form from the person you are acting on behalf of, or we can take verbal consent over the telephone.

What will we do?

We will acknowledge your complaint within three working days. We will then start our investigation into the complaint and keep you informed of when you should expect a full response. When we investigate your complaint, we will aim to:

- Find out what happened and what went wrong.
- Discuss your concerns with the people involved.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to ensure that it does not happen again.

Alternatively, if you do not wish to send your complaint direct to us, you can contact LLR ICB instead, you can do this by:

Telephone: 0116 2957572 **or in writing to,** Corporate Governance Team, NHS Leicester, Leicestershire and Rutland ICB, Room G30, Pen Lloyd Building County Hall, Glenfield, Leicester, LE3 8TB.

If you are unhappy with our final response to your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. The service is free for everyone. To take a complaint to the Ombudsman, go to www.ombudsman.org.uk/making-complaint or call 0345 015 4033.