



Complaints Procedure

**Also see separate Complaints Form
available at Reception**

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Change Log

Version No.	Type of Change	Date	Description of Change
1.1	Addition	16.7.24	Included Advocacy

When this document is viewed as a paper copy, the reader is responsible for establishing that it is the most current version.

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Alternatively, you can discuss any complaint that you may have with one of the Practice's Patient Liaison Officers. The Patient Liaison Officers will provide support and work with you to help you with any questions or concerns that you have about your care or treatment here at the Practice

Where you are not able to resolve your complaint in the above 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 becoming aware of the matter

Please provide 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 separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else (please ask at reception for this). You can also provide your complaint in your own format providing it covers all the necessary aspects.

Send any written complaints to:

The Complaints Lead, Honley Surgery, Marsh Gardens, Honley, Holmfirth, HD9 6AG

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have fully investigated the matter within 28 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 28 working days 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, but 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 to deal with it.

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 about it. 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 issues relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

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

If you are dissatisfied with the outcome

You have the right to approach the Health Service Ombudsman. The contact details are:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk

You may also approach Patient Advice & Liaison Services (PALS) for help or advice; PALS are based within NHS West and South Yorkshire Bassetlaw Commissioning Support Unit. PALS can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available.

Patient Advice and Liaison Service (PALS)
NHS West and South
Yorkshire Bassetlaw Commissioning Support Unit
Douglas Mill
Bradford
BD5 7JR
Opening times: 8.30am to 4.30pm, Mon to Fri
Tel: 0800 0525 270
Email: WestYorksPALS@nhs.net

Advocacy - Someone to speak up for you

If you do not feel you are able to speak for yourself, or find it hard to understand things, don't worry. You can ask someone to help you.

An advocate can be used at any time when you need support i.e. find it hard to make decisions or have no appropriate person, such as family member, carer or friend who can support them.

Who is an advocate?

A trained professional who can help get your opinions heard and not professionally involved in providing care or treatment.

How can an advocate help?

Advocate will support you to make a complaint if you are unhappy about your treatment, care and support or the services you receive.

An advocate will not give you their personal opinion, solve problems and make decisions for you or make judgements about you.

Kirklees Advocacy Hub:

Cloverleaf Advocacy age 18+

Telephone number 01924 454875

email: referrals@cloverleaf-advocacy.co.uk