

Further action

If you are dissatisfied with the outcome of your then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

You can ask the Parliamentary and Health Service Ombudsman to review your case. The Parliamentary and Health Service Ombudsman, Millbank Tower, London, SW1P 4QP
Helpline: 0345 015 4033
www.ombudsman.org.uk

Peacock Surgery
1st Floor, Castle Maltings,
Lower Street
Stansted, CM24 8XG
01279 813200

The Complaints Process Peacock Surgery



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Peacock Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Manager, Teresa Buglass, but note this may need to be a booked appointment.

How can I make a complaint?

A complaint can be made verbally or in writing.

A complaints form is available from reception. Additionally, you can complain via email to peacock.surgery@nhs.net.

I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf: The Hertfordshire and West Essex Integrated Care Board Patient Experience Team 01992 566122 or hweicbwe.patientfeedback@nhs.net.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will acknowledge complaints within 10 business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. The majority of complaints take between 4-6 weeks, but others may take a longer time.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.