

## Helping you complain

If you require further support, here are some of the organisations that can help -

- **POhWER** – [www.pohwer.net](http://www.pohwer.net)  
0300 456 2370
- **The Advocacy People** -  
[www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)  
0330 440 9000
- **Age UK** - [www.ageuk.org.uk](http://www.ageuk.org.uk)  
0800 055 6112
- **Kirklees Council**  
[www.kirklees.gov.uk/beta/contact-the-council.aspx](http://www.kirklees.gov.uk/beta/contact-the-council.aspx)

## Further action

If you're unhappy with the reply to your complaint from either us or West Yorkshire ICB, then you can complain to the **Parliamentary Health Service Ombudsman (PHSO)** at:

<https://www.ombudsman.org.uk>

Tel: 0345 015 4033

Citygate  
51 Mosley Street  
Manchester  
M2 3HQ



Elmwood Health Centre  
Huddersfield Road  
Holmfirth,  
West Yorkshire,  
HD9 3TR

Meltham Village Surgery  
Parkin Lane  
Meltham  
Huddersfield  
HD9 4EN

01484 943000

[www.elmwoodfamilydoctors.co.uk](http://www.elmwoodfamilydoctors.co.uk)



## Complaints Process

### Complaints Lead

Dr Carol Frankland,  
GP Partner

### Complaints Manager

Mr Graham Brown,  
Operations Manager

## Please talk to us

We try to offer the best service to all our patients, but we know that we may not always get everything right. If you have a complaint about the service you've received from any of our staff, please let us know.

## Who to talk to?

We hope most problems can be solved quickly and easily at the point they happen and with the person involved. If this isn't possible, please ask to speak to our operations manager. You can also write a letter addressed to our operations manager.

**We prefer to deal with complaints directly** but if you'd rather not speak to us then you can ask the Integrated Care Board (ICB) to investigate your complaint. You can contact them at -

West Yorkshire ICB Complaints Team  
White Rose House  
West Parade  
Wakefield, WF1 1LT

01924 552150  
wyicb.pals@nhs.net

## What happens next?

We like to be able to respond to complaints as soon as they happen, but if that isn't possible then please let us know the details of the complaint within 12 months of the problem happening or 12 months from the time you become aware of the problem.

We will confirm we've received your complaint within 3 working days. This may be by telephone or in writing.

We will investigate and update you with the findings as soon as possible and we provide regular updates about the complaint if it takes a while to sort.

## Investigating complaints

We investigate all complaints seriously and follow the proper laws and guidance.

Where problems are identified within the practice, we use them to improve how we work to make sure we provide a better service in the future.

## Confidentiality

All complaints are investigated confidentially and are kept separate from your medical notes. Complaints are only shared with the people who are involved in the complaint.

## Third party complaints

You can complain on behalf of someone else. They need to give consent for us to do this as it can mean sharing their personal data. A third-party patient complaint form is available from reception.

## Resolution

We give a final response to all complaints that give full details and the outcome of the complaint. We will keep you posted about the progress of any complaint.