

Complaints Policy – Patient Information

I want to complain – what do I need to do?

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your 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.

You can call, or write to, our Practice Manager at the surgery.

What do you do when I raise a concern or make a complaint?

We will try to resolve your issue as quickly as possible or put you in contact with the right person to assist you.

In the case of a written complaint, they will issue a written acknowledgement within 5 days.

When can I expect a response?

A full response will be issued, in writing, within 20 working days, or, where the nature of the complaint and the investigation mean that isn't possible, the reasons why that timeline can't be met, and details of when the investigation will be concluded, will be outlined.

When if I'm still not happy?

If you are unhappy with the response that you receive, or if you have not received a response within 6 months you have the option to refer your complaint to the Health and Social Care Ombudsman Body (HSCOB) for independent review.

The HSCOB will review your complaint and make a final decision about it. You can request a review by the HSCOB up to 12 months after the date on which you became aware of the matter alleged in the complaint, or up to 6 months after a decision in writing has been issued; whichever is later.

The HSCOB can be contacted at:

Health and Social Care Ombudsman Body

PO Box 18, Douglas, IM99 1UT

Email: HSCOB@gov.im

The IOM Health and Care Association will be able to assist you to escalate your complaint, if you decide to do this. Their contact details:

12 North Quay

Douglas

IM1 4LE

Tel: 07624 425326

Email: office@hacaiom.im