Showell Park Health Centre

How to Make a Complaint





Wolverhampton Doctors Ltd are committed to the provision of high quality services. To help us to do this we need to know what you think about the service you received.

Tell us what you think we got right and the things we didn't - this helps us to make sure we get things right in the future.

Of course, we hope that you are happy with the service you have received but if not and you feel something is wrong then this leaflet explains your right to make a complaint and how this will be dealt with. Any complaints that you make will be treated confidentially and will be dealt with as quickly as possible.

Who can make a complaint?

Any person can make a complaint, the patient, client, carer, relative, parent etc. However, we do require consent from the patient for any complaint to be pursued on their behalf.

What sort of things could you complain about?

Your complaint could be about any aspect of care, treatment or service offered by the organisation, whether it be the quality of the service you receive, the lack of a service, or the attitudes, actions or behaviour of staff. Where a complaint involves other local services we would need your consent to contact the services if necessary for us to resolve the complaint.

whatever your views...
we want to hear
what you think!!

Where to obtain independent help and advice:

Health Watch

01902 426271

Or email on info@healthwatchwolverhampton.co.uk

WHACS (Wolverhampton Health Advocacy Complaints Services 01902 572399

Www.whacs.org.uk

POHWER—NHS Complaints (Citizens Advice Bureau)

Contact your regional ICAS on: 0845 120 3748

Mid Staffs Mind

Barn 3 Office 9

Dunston Business Village

Stafford Road, Dunston, Stafford, Staffordshire

ST18 9AB

Tel:01785747070

Age Concern Advocacy Scheme

Hupton House

93-94 Darlington Street Wolverhampton WV14EX

Tel: 01902 572060

Wolverhampton Mediation Service

282 Long Ley

Heath Town

Wolverhampton

WV100HS

Tel: 01902 552792

Signed: Date:

What happens when I complain? - Stage One

We hope that most problems can be sorted out locally and informally. This should be done, if you feel able to, by first speaking to the member of staff who you have already had contact with. If the complaint is about that person, ask to see the person in charge or the Manger Tell them clearly that you are not satisfied and why.

How our Formal Complaints procedure works - Stage Two

If we have been unable to resolve your concerns or if you have asked for your complaint to be registered as formal the following procedure will take place:-

- You will receive a letter of acknowledgement within 3 working days following receipt of your written and/or verbal complaint.
- A further/final response will be sent within 10 days following an investigation of the issues.
 However, if the investigation into your complaint is complex, you will be kept informed of the progress on a regular basis until a conclusion is reached.

What action can I take if I am not happy with the outcome of my complaint?

If you are dissatisfied with our final response, you should contact the Practice Manager in the first instance to discuss your concerns further. We will ensure that every effort is made to satisfactorily address any outstanding issues.

In the event that you believe the organisation has not provided a satisfactory response to the matter that you confirmed in your initial correspondence then you can contact the NHS England complaint service on the contact number below

NHS England

National Call Centre Service 0300 311 2233
They will pass your concerns to the local locality to be dealt with.

Names and addresses for your information:

Practice Manager
Showell Park Health Centre
Fifth Avenue
Showell Park
Wolverhampton
WV10 9ST

Tel: 01902 446711

To make a complaint please complete the form and then hand it in at Reception or post to the above address. All complaints will be acknowledged.

My complaint is: