

Complaints Procedure

The Doctors and Staff at this Practice are committed to providing high quality care and service to their patients. If you have a complaint or concern about the services you have received from practice, please let us know.

How complaints can be made

Complaints may be received in writing or verbally. Where a patient is unable to communicate a complaint by either means on their own, then arrangements will be made to facilitate this by way of a mutually agreed meeting in the Practice with the Complaints Lead and Practice Manager.

If you have a comment or complaint about a hospital or community trust, you should contact the Organisation concerned directly.

Persons who can complain

Complaints can be made by patients, former patients, someone who is affected, or likely to be affected, by the action, omission or decision of individuals working at the practice, or by a representative of a patient who is incapable of making the complaint themselves.

If you are complaining on behalf of someone else we need to know that you have their consent to do so. A note signed by the person concerned will be requested by us, unless they are incapable.

When a complaint is made on behalf of a child, there must be reasonable grounds for the complaint being made by the representative rather than the child and the complaint must be made in the best interests of the child. If this is not the case, then written notification of the decision not to investigate the complaint will be sent to the representative.

Time limit for making a complaint

Complaints can be made up to 12 months after the incident that gave rise to the complaint. Beyond this timescale it is at the discretion of the practice as to whether to investigate the matter.

Initial handling of complaints

1. On receipt of a written complaint, the Practice Manager will acknowledge your letter within 3 working days, informing you that we will aim to fully investigate the complaint and respond within 15 working days.

2. If it is not possible to respond within the agreed period, then we will explain the reasons for the delay, and keep you informed as the investigation progresses.
3. The Practice Manager will discuss the complaint with the staff members concerned to establish their recollection of events and to document it.
4. You will be given a detailed explanation of how the complaint was considered, and the conclusions reached in relation to the complaint.

If you are Dissatisfied with the Outcome

If you are not happy with how we have dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman, visit: - www.ombudsman.org.uk/make-a-complaint or call 0345 015 4033.

Contact can also be made with the Ombudsman by Email:

Phso.enquiries@ombudsman.org.uk

Or by Fax: 0300 061 4000

If you would prefer to write the address is:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP