

# Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know.

## How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If this is not possible and you wish to make a complaint, please inform us as soon as possible. This will enable us to establish what happened more easily. If this is not possible please be aware that complaints should be made:

- Within 12 months of the incident that caused the problem or of becoming aware of the matter complained about.
- Either to the commissioner of the service or to the service provider. In most cases this will be either the CCG or the Practice.

## If You Wish The Practice To Handle The Complaint

Write or email to [Elizabeth Stenton](#), Senior Receptionist. Alternatively, you may ask for an appointment with Elizabeth Stenton in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

## If You Wish NHS England to Handle The Complaint

Please contact NHS England Complaints on telephone number: 0300 311 2233 or email:

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **What happens Next?**

We shall acknowledge your complaint and offer to discuss the matter within three working days and undertake to:

- Deal efficiently with complaints and investigate them properly and appropriately.
- Write to you on completion of the investigation and explain how it has been resolved, what appropriate action has been taken and advise you of your rights if you are unhappy with the outcome.
- Assist you in following the complaints procedure, or provide advice on where such assistance can be obtained.

## **Complaining On Behalf Of Someone Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Written consent from the patient will be required (unless there is incapacity through illness).

## **What Happens If You Are Unhappy With The Outcome**

If you are unhappy with the explanation provided then the last stage of the Complaints Procedure is for the complaint to be referred to the Parliamentary and Health Ombudsman who can be contacted on their Complaints Helpline between 08.30 and 17.30 Monday to Friday.

Tel :0345 015 4033 or by

email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or fax them on 0300 061 4000. You can also contact them in writing at:

**The Parliamentary Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.**

## **Compliments**

Whilst we are grateful for any feedback which will help us to improve our service we will also be grateful for any of the experiences which you have felt have been positive. It would be greatly appreciated if this is feedback to us through our Website or through NHS Choices whose Website is: [www.nhs.uk](http://www.nhs.uk)