



## Complaints procedure

If you have a complaint or concern about the treatment you have received from the doctors or any of the staff working at 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 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, ideally within a matter of days, because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within six months of the incident which caused the problem or within six months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Stephen Brown, Managing Partner. Alternatively you may ask for an appointment to see him to discuss your concerns. He will explain the procedure to you and make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible.

### What we will do

We will acknowledge your complaint within two working days and aim to have looked into it within 10 working days of the date you raised it with us. We shall by then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we aim to:

- find out what went wrong
- make it possible for you to discuss the problem with those concerned, if you wish to do this
- make sure you receive an apology, if this is appropriate
- identify what we can do to ensure the problem doesn't happen again.

### Help with making a complaint

If you make a complaint you will be offered the assistance of a member of the Practice's Patient Participation Group Committee to act as an honest broker/advocate to support you through the complaints process.

### Complaining on behalf of someone else

Please note that we strictly observe the rules of confidentiality. 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 required, unless they are incapable of providing this through illness.

### Complaining through the NHS Commissioning Board (NHS England)

We hope that if you have a problem directly concerned with the Practice, you will complain directly to us. If, however, your complaint is more general, or involves your treatment at hospital etc. or you would rather not deal with us directly, you should write to NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT (tel. 0300 311 22 33, email [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)), who will be able to explain their complaints procedure to you.

### Unresolved issues

If, after following all possible avenues, you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. This is an independent body established to investigate complaints about UK government departments and their agencies, and the NHS in England – and help improve public services as a result. You can contact the Ombudsman on 0345 015 4033, or write to them at The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, or visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).