



## **Practice 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. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

### **How to issue a Complaint**

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 or, at most, a few weeks – 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 12 months of the incident that caused the problem or,
- Within 12 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. She will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### **What we shall do**

We shall acknowledge your complaint within three working days. We will then assess your complaint and suggest how it should be investigated or resolved. We will offer you the opportunity to discuss this with us and to tell us what you would like to achieve. When we look into your complaint we aim to:

- Find out what happened and what went wrong,
- Make it possible for you to discuss the problem with those concerned, if you wish,
- Make sure you receive an apology, where appropriate,
- Identify what we can do to make sure the problem does not happen again.

If your complaint involves another organisation, such as a social care organisation, we aim to provide a co-ordinated investigation and response.

We aim to respond within 6 weeks of acknowledgement, but this can take longer.

We do not set timeframes for responding as this will depend on the nature of your complaint.

### **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. A note signed by the person concerned will be required, unless they are incapable (because of illness) of providing this.

### **How to get more information or help**

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. However, this does not affect your right to approach NHS England if you feel

you cannot raise your Complaint with us or you are dissatisfied with the result of our investigation.

The contact name and address is: **NHS England,**

**P O Box 16738, Redditch, B97 9PT Tel: 0300 311 2233 E-mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).** If you remain dissatisfied with the response to your complaint, you can obtain free and confidential information and advice from the Independent Complaints and Advocacy Service, (ICAS), Unit 26A, E-Space North, 181 Wisbech Road, Littleport, Ely, Cambs. CB6 1RA. Tel: 0845 456 1084. Ultimately, you may also contact the Parliamentary and Health Service Ombudsman to ask for a review of your complaint. The Ombudsman will not normally investigate a complaint until the local NHS organisation has tried to resolve it as fully as possible. The Ombudsman is located at Millbank Tower, London, SW1P 4QP Tel: 0345 015 4033.

Reviewed November 2024

Reviewed by: Practice Manager and Deputy Practice Manager

To be reviewed: November 2025