Complaints Procedure

Policy Name:	Complaints Procedure
Next Review Date	July 2022/October 2025
Policy Author	Alison Tones/Victoria Mcglen
Policy summary:	Procedure as part of an NHS system for dealing with complaints.

If you have a complaint or concern about the service you have received from the practice or any staff working here, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

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 or at most a few weeks – because this will enable us to establish what happened more easily. Complaints should be made:

- within 12 months of the matter which caused the problem; or
- within 12 months of becoming aware that you have something to complain about.

You should contact, write or email to **nencicb-styn.victoria-medical-centre@nhs.net** FAO Practice Manger any of the doctors if you wish to raise a concern or make a formal complaint. You may request an appointment with the practice Manager or one of the doctors in order to discuss your concerns.

She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be helpful if you can give us specific details of what you feel went wrong and what outcome you would like.

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What we will do

We will acknowledge your complaint within three working days and offer to discuss with you your concerns and agree the way forward. We will investigate your complaint and aim to provide you with our findings within 28 working days.

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 would find this helpful
- make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again, in order to improve our services.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we need confirmation that you have his or her permission to do so. A note signed by the person concerned is required, unless they are incapable (because of illness) of providing this.

If you are not satisfied with the response, you have the right to take your complaint to **NHS England** by post to: NHS England, PO Box 16738, Redditch, B97 9PT

By email to**:** england.contactus@nhs.net Please state: '**For the attention of the complaints team'** in the subject line.

By telephone: 0300 311 22 33

Independent help and support

You may also like to contact the Independent Complaints Advocacy Service (ICAS) who can offer you independent help and advice in making your complaint. The telephone number to contact is 0808 802 3000.

Parliamentary Health Service Ombudsman (PHSO)

If you remain dissatisfied, you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints

procedure. You can contact the PHSO, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033.