

# Complaints - Patient Information Sheet

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

## How to complain

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing this is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

You should address your complaint in writing to Andrew Whincup, Practice Manager (you can use the Complaints Form – available from reception). He will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

## Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is available from reception.

## What will we do

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again. You will receive a final letter setting out the result of any practice investigations.

## Taking it further

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033      [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Textphone (Minicom) 0300 061 4298

You may also contact:  
Patient Experience Team on 0800 028 3693

If you require assistance in making your complaint you can contact:  
POHWER NHS Complaints Advocacy on 0300 456 2370 or via their website [www.powher.net](http://www.powher.net)