

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the personal 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 as soon as possible – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that 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 the Practice Manager. She will make sure that we deal with your concerns promptly and in the correct way. You should be specific and concise as possible.

Complaining on behalf of someone else

In all cases where a representative makes a complaint in the absence of patient consent, the practice will consider whether they are acting in the best interests of the patient and, in the case of a child, whether there are reasonable grounds for the child not making the complaint on their own behalf. In the event a complaint from a representative is not accepted, the grounds upon which this decision was based must be advised to them in writing.

What will we do?

On receipt, an acknowledgement will be sent within three working days which offers the opportunity for a discussion (face-to-face or by telephone) on the matter. When we look into your complaint we 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.

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

Telephone 0345 0154033