

Complaints Procedure Guide for Patients

The doctors and staff endeavour to provide the best possible care for our patients at all times. However, to assist you, should you wish to make a complaint about any aspect of the care you receive at the practice, we have set out a simple complaints procedure for you to follow.

Your complaint can be made verbally, electronically or written, but preferably in writing as soon as possible after the incident has occurred. If made at the practice your complaint will be recorded using a complaint record form. We will record details of the incident including: date, time, and those involved. Most importantly an accurate account of the incident will be recorded.

If the complaint is made in writing, you will receive a written acknowledgement within **3 working days** (working days are defined as Monday to Friday). If the complaint is made in person, you will have the opportunity to arrange an appointment to discuss the complaint with a member of the management team. A full investigation will be carried out by the appropriate persons depending on the nature of the complaint.

Although there is no timescale for providing a response, we do aim to provide a written explanation within **28 days**. If you are not satisfied with the written explanation a meeting can be arranged with the doctor, or practice manager where the complaint can be fully discussed and hopefully resolved to your satisfaction.

We are confident that we can resolve any problems and queries within the practice and assure you that a full investigation will be carried out whatever the complaint may be.

All complaints are taken seriously and will be investigated thoroughly. We will carefully consider any implications raised by the complaint and this may result in us reviewing our practice procedures and protocols.

Once the complaint has been referred to Integrated Care Board all further queries must be addressed to them. Please either call the number below or make contact using the email and you will be put in contact with the appropriate department.

NHS England at: 0300 311 2233 or by email at:
nhscommissioningboard@hscic.gov.uk.

If you are unhappy about the arrangements made, or are not satisfied with the response to your complaint, you can refer the matter to the [Parliamentary and Health Service Ombudsman](#), who is independent of the NHS and government. Call 0345 015 4033

All complaints will be dealt with in the strictest confidence