



# Complaints Procedure

If you have a concern or a complaint about the service you have received from the doctors, nurses or any other member of staff working at this Practice, please let us know as soon as possible by informing the Practice Manager.

If you have a suggestion or comment rather than a complaint, please feel free to use the Suggestion Box which is available at the reception.

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| <p>The Parliamentary and Health Service Ombudsman<br/>Millbank Tower<br/>30 Millban<br/>London<br/>SW1P 4QP<br/>Tel: 0345 015 4033<br/>Website:<br/><a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a><br/><a href="http://www.ombudsman.org.uk/ma-ke-a-complaint">www.ombudsman.org.uk/ma-ke-a-complaint</a><br/><i>(to complain online or download a paper form)</i></p> | <p>NHS England who commission our service:<br/>Phone: 03003112233<br/>Email:<br/><a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a><br/>By Post:<br/>NHS England<br/>PO Box 16738<br/>Redditch<br/>B97 9PT</p> | <p>Patient and Liaison Services<br/>PALS provide a confidential service designed to assist patients. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.<br/>Phone: 01227 783145/<br/>01227 864314<br/>Email: <a href="mailto:ekh-tr.pals@nhs.net">ekh-tr.pals@nhs.net</a><br/>Patient Experience Team,<br/>First Floor, Trust Offices,<br/>Kent and Canterbury Hospital,<br/>Ethelbert Road,<br/>Canterbury,<br/>CT1 3NG</p> | <p>The local Healthwatch<br/><a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a><br/>The IHCA is able to be contacted at:<br/><a href="http://www.seap.org.uk/services/nhs-complaints-advocacy">www.seap.org.uk/services/nhs-complaints-advocacy</a></p> |
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## **HOW TO COMPLAIN**

The following steps have been set out to guide you if you have a grumble or a complaint:

### **STEP 1 – INFORMAL COMPLAINT**

Contact or write to The Practice Manager – Mrs Shelley Berry.

We hope that most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first. As an informal complaint, the Practice Manager will call you and may arrange a meeting with you in order to discuss your concerns if appropriate and necessary, with a view of addressing any problems.

### **STEP 2 – FORMAL COMPLAINT**

Contact or write to The Practice Manager – Mrs Shelley Berry.

A formal complaint should be raised as soon as possible after the event and ideally within a few days. In any event, this should be:

- Within 12 months of the Incident OR
- Within 12 months of when the problem comes to your notice.

Please include as much information as you can, as this will assist us in establishing what happened.

## **WHAT WE DO ONCE WE HAVE RECEIVED YOUR COMPLAINT:**

We aim to settle complaints as soon as possible.

- The Practice will acknowledge your complaint within three working days.
- We aim to look into all complaints within ten working days of the complaint being raised.

## **WHEN WE LOOK AT YOUR COMPLAINT WE AIM TO DO THE FOLLOWING:**

- Investigate the complaint in order to ascertain the full circumstances of the complaint – what happened and what went wrong.
- Make arrangements for you to discuss the problem in further detail if necessary.
- Make sure you receive an apology where this is appropriate.
- Learn from the complaint, and identify what the Practice can do to ensure the problem does not happen again.

When the investigations are complete, a final written response will be sent to you. Once we have investigated the complaint we will either offer you an explanation, or arrange a meeting with you to discuss the complaint in further detail.

## **COMPLAINING ON BEHALF OF SOMEONE ELSE:**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint on behalf of someone else, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. A third party form should be completed, giving full consent from the complainant. Third party form is enclosed.

Please follow the same steps as above for third party complaints.

## **IF YOU ARE DISSATISFIED WITH THE OUTCOME:**

The final response letter will include details of the result of your complaint and your right to refer the matter to the Parliamentary and Health Service Ombudsman if you remain dissatisfied with the response.

You have the right to contact either of the following, details of which are displayed overleaf: