



## **Complaints Procedure**

**December 2016**

### **Introduction**

If you have a complaint about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a National Health Service system for dealing with complaints. This complaints procedure is structured around three main principles – listening, responding and improving.

### **How to Complain**

We hope that most problems can be sorted out easily and quickly 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 to know about it as soon as possible. This will enable us to establish what happened more easily. If it is not possible to do this, please provide us with the details of your complaint:

- within 6 months of the incident that caused the problem, or
- within 6 months of discovering that you have a problem , provided that no more than 12 months have elapsed from the date of the incident.

Written complaints should be addressed to Mrs Annaliese Owen, our Practice Director. She will explain the complaints procedure and make sure your concerns are dealt with promptly. It is very helpful if you can be specific about the nature of your complaint.

## What We Will Do

We will acknowledge receipt of all complaints within 3 working days orally or in writing and we aim to have looked into your complaint within 10 working days of it being brought to our attention. Although it may take longer than 10 days to establish the full facts of a complaint, we will contact you within this timeframe to keep you informed about the progress of enquiries. We will offer to discuss the matter with you to help ensure we have a clear understanding of what has happened. When we investigate your complaint we will aim to:

- find out what happened and what went wrong
- arrange for you to discuss the problem with those concerned if you would like to
- make sure you receive an apology where this is appropriate
- identify what we can do to make sure the problem does not happen again

## Complaining on Behalf of Someone Else

As a medical practice we adhere to strict rules of confidentiality. If you are complaining on behalf of someone else, we have to be sure that you have their permission to do so. A consent form is available at the reception desk that must be signed by the person concerned unless they are incapable of doing so due to their illness.

## Taking Your Complaint further

Our aim is to resolve complaints locally. However, if you remain dissatisfied with our service or if your complaint still cannot be resolved you can ask the Health or Local Ombudsman to review the matter.

They can be contacted by:

- **Telephone:** Complaints helpline **0345 015 4033** (Monday – Friday 8:30am – 5:30pm)
- **Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- **In writing:** Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

If you have serious concerns about the care given at The Key Medical Practice you can also contact the Care Quality Commission and visit their website for more information.

- You can telephone them on 03000 616161