

# **PATIENT INFORMATION LEAFLET**

## **Practice complaints procedure**

If you have a complaint or concern 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 complaint procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

## **How to complain**

We hope that most problems can be sorted out easily and quickly, often 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 you to let us know **AS SOON AS POSSIBLE** – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 12 months of the incident.

Complaints should be addressed to **Ann Johnson, Practice Manager** or any of the doctors. Alternatively, you may ask for an appointment with Ann Johnson in order to discuss your concerns. She will explain the complaint procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

## **What we shall do**

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 30 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong:
- Make it possible for you to discuss the problem with those concerned, if you would like this:
- 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**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.