



## **PATIENT INFORMATION LEAFLET**

### **Practice Complaints Procedure**

**Policy date: June 2021**

**Last reviewed date: June 2021**

**Next review due: June 2023 or earlier if needed**

**Reviewed by: Hafiza Bhabha**

We always try to give you the best services possible, but if you feel you have a complaint or concern about a service provided then you can use this information leaflet to help guide you through our Practice Complaints Procedure which follows the NHS system for dealing with complaints and 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 can not 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 so that the details can be easily established.

Written complaints should be addressed to the Practice Manager or, alternatively, you may telephone or ask for an appointment to discuss your concerns. It will be helpful if you are as specific as possible about your complaint.

#### **What we shall do**

We shall acknowledge your complaint within five working days, either verbally, or in writing. We welcome the opportunity to discuss all matters with you and to involve you in the process as to how we will handle the complaint. We will deal with the investigation as efficiently and as speedily, as is reasonably practical and we will keep you informed of the progress if matters are delayed for any reason. Once we have fully investigated, we shall then be in a position to offer you a written 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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What happens if you are unhappy with our complaints procedure?

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel that your complaint has not been resolved locally, you can contact NHS England (address overleaf) who will discuss with you whether it is appropriate for them to investigate a complaint on your behalf. If you are not satisfied with the way the NHS has dealt with your complaint, you can refer your complaint to the Parliamentary and Health Service Ombudsman for England, which is independent of the government and the NHS.

Complaining about attached staff or Out of Hours Service

Please contact the Practice Manager, who will provide names, addresses and telephone numbers of the most appropriate person for you to contact. Please turn over for useful contact details

## USEFUL CONTACTS

### NHS England

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Telephone: 0300 311 22 33  
Address: NHS England  
PO BOX 16738  
Redditch  
B97 9PT

### Healthwatch

Healthwatch is the name of consumer champion for health and social care formed in 2013. At a local level, Healthwatch will work to help people get the best out of their health and social care services, providing them with advice and information on local services.

Members of the public can contact Healthwatch in person at any of the following Citizen Advice Bureau (CAB) advice centres:

- Bognor Regis
- Chichester
- Lancing
- Littlehampton
- Shoreham-by-Sea
- Worthing

Or by phoning 0300 012 0122



### **The Independent Complaints Advocacy Service (ICAS)**

ICAS is the independent service providing support to those wishing to make a complaint about their NHS care or treatment. In West Sussex the service is provided by Central and South CAB (Citizens Advice Bureau) and the telephone number is 0844 477 1171.

### **Parliamentary and Health Service Ombudsman for England**

11<sup>th</sup> Floor, Millbank Tower,  
Millbank, London SW1 4QP

Tel: 0345 015 4033

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Department of Health Website**

For information about the NHS complaints Procedure visit [www.dh.gov.uk](http://www.dh.gov.uk)