

## PRACTICE COMPLAINTS PROCEDURE

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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 the NHS system for dealing with complaints. Our complaints system meets the national criteria.

### **How to complain**

We hope that most problems can be sorted out easily and quickly, often at the time that 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 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 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

Complaints should be addressed to Miss Wendy Dowson or any of the doctors. Alternatively, you may ask for an appointment with Wendy Dowson in order to discuss your concerns. She will explain the complaints 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 will acknowledge your complaint within three working days and aim to have looked into your complaint as soon as possible after you have raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we will 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 to do this
- make sure you receive an apology if this is appropriate
- identify what we can do to ensure 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 you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **Procedure**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and provide an opportunity to improve our practice.

If you feel you cannot raise your complaint with us you may contact:  
NHS England, PO Box 16738, Redditch, B97 9PT

Tel 0300 311 2233

Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

You may also like to contact Cloverleaf Advocacy.

Tel 0300 012 4212. [www.clover-advocacy.co.uk](http://www.clover-advocacy.co.uk)

Then click on NHS complaints advocacy North Yorkshire

E mail:

[helpwithnhscomplaintsnorthyorkshire@cloverleaf-advocacy.co.uk](mailto:helpwithnhscomplaintsnorthyorkshire@cloverleaf-advocacy.co.uk)

If you are still not satisfied with the final outcome you may ask the Health Service Ombudsman to investigate your complaint:

Tel 0345 015 4033 Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Fax 0300 051 4000. [www.ombudsman.org.uk](http://www.ombudsman.org.uk)