Updated April 2025

Practice complaints procedure v3



**Practice Complaints Procedure**

Church Lane, Boroughbridge, York, YO51 9BD

Tel: 01423 322309

Branch Surgery

Main Street, Helperby, YO61 2NS

Tel: 01423 360296

churchlanesurgery.com

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 complaints system which meets national criteria as written in [NHS Constitution on GOV.UK.](https://www.gov.uk/government/publications/the-nhs-constitution-for-england)

**How to complain**

We hope that most problems can be resolved easily and quickly, often at the time that they arise and with the person concerned.

If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know **as soon as possible**, ideally within a matter of days or at most weeks, this enables us to establish what happened more easily. If this is not possible, you should submit your complaint:

* within 6 months of the incident that caused the problem, or
* within 6 months of discovering that you have a problem,

provided this is within 12 months of the incident.

Written complaints should be addressed to Coralie Lightfoot, Practice Manager, or Laura Wilson, Assistant Practice Manager or can be emailed to [churchlane@nhs.net](mailto:churchlane@nhs.net) Where possible please use the **Complaint form for patients** which is available on the website or from reception.

Alternatively, you may ask for a face-to-face meeting or telephone conversation to discuss your concerns. The complaints procedure will be explained to you, your concerns will be documented in writing and your complaint will be dealt with promptly. It will help if you are as specific as possible about your complaint.

Our GP Partners oversee complaints ensuring they are handled effectively and efficiently.

**What we will do**

We will acknowledge your complaint within three working days and aim to have investigated your complaint as soon as possible after you have raised it with us.

When we investigate 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 appropriate
* Make sure you receive an apology if appropriate
* Identify what we can do to ensure the problem does not happen again

We will then be able to offer you an explanation and resolution.

We aim to formally respond to any complaint within 21 days. This is to allow time to gather all the necessary information and speak to any parties involved. In the unlikely event that it will take longer than this to respond we will notify you, as soon as possible, to arrange an alternative timescale.

**Complaining on behalf of someone else**

Please note we always maintain confidentiality. If you are complaining on behalf of someone else, you must demonstrate you have permission to do so.

**Further help**

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

If you feel you cannot raise your complaint with us directly, you may instead contact Experience Team within NHS Humber and North Yorkshire Integrated Care Board

The Experience Team, Humber and North Yorkshire ICB, Health Place, Wrawby Road, Brigg DN20 8GS

Tel 01904 555999

Email: [hnyicb.experience@nhs.net](mailto:hnyicb.experience@nhs.net)

You may also like to contact Cloverleaf Advocacy:

Tel 01609 765355

E mail: [NHSComplaints@cloverleaf-advocacy.co.uk](mailto:NHSComplaints@cloverleaf-advocacy.co.uk)

<https://cloverleaf-advocacy.co.uk/> click on NHS complaints advocacy North Yorkshire

or Independent Health Complaints Advocacy

Tel 0300 012 4212

An advocate will support you through the complaint's procedure.

If you are not satisfied with the complaint 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) [www.ombudsman.org.uk](http://www.ombudsman.org.uk)