

## **Complaints Procedure**

*Details of how to make a complaint -We hope that you don't need to use this procedure.*

### **How can a complaint be made?**

If you wish to make a complaint this can be done either verbally or in writing. Complaints can be made either to a member of the Patient Services Team or clinical team and to the Practice Manager. All complaints regardless of how they are made are treated as complaints, and will be investigated as such.

All complaints will be assessed by the Practice Manager in order to determine the complexity of the complaint and whether a clinical review is required by a Partner.

### **The complaint timescales**

- We will acknowledge receipt of a complaint within 3 working days, this could be by telephone.
- We will make a written copy of the complaint, a copy of which will be given to you and we will advise you on a length of time the investigation is likely to take.
- We will keep you informed every step of the way.

### **Then what happens?**

Once we have completed our investigation of the complaint, we will write to you to inform you of the outcomes. At this stage we will invite you into the Practice to discuss the matter further and explain the outcome of the investigation. Who can complain?

You or someone acting on your behalf may make a complaint.

### **What can I expect from the complaints process?**

When a complaint is made, the complainant can expect:

- An acknowledgement provided verbally or in writing within 3 days of the complaint being made.
- We will try to solve the issue within 1 working day, therefore reducing the need to take your concern into the formal complaints procedure.
- An offer to discuss the complaint.
- A complaints plan (including timescales) for dealing with the complaint to be agreed and sent to the complainant.

To receive a response explaining the outcome of the investigation into the complaint and what appropriate action has been taken, together with an apology when things have gone wrong. This will also include information on your right to take the matter to the Parliamentary Health Service Ombudsman.

