

Complaints Procedure

Complaints are to be referred to the Practice Manager – Mrs Stacey Kean and will be dealt with by telephone or in person as they arise. If none of the above is available then the complainant will be requested to write to the Practice Manager.

A written complaint will receive a written acknowledgement within two working days.

Details of the complaint will be investigated by the Practice Manager talking to the practitioner or staff involved.

Complaints of a clinical or serious nature will be referred to the senior partner or the patient's practitioner for investigation. If appropriate advice will be sought from the practitioners defence organisation.

If appropriate, the complainant may be invited to meet the nominated person and the practitioner in order to resolve the situation. Any offer or redress should be made on the basis that it is being done as a gesture of goodwill and without admitting liability. The outcome of any meeting will be summarised in writing to the complainant.

The complainant should normally receive a response either by letter, telephone or in person within ten working days of the original contact.

If there was no basis for complaint it will be made clear that the practitioner and/or staff acted properly.

Any investigation should normally be completed within ten working days. If unexpected delays occur, then the complainant should be kept informed as to the progress of his/her complaint.

If you feel we are still not able to resolve your concerns and you remain dissatisfied at the end of local resolution, you can ask the Parliamentary and Health Service Ombudsman to review your complaint. The Ombudsman is totally independent of the NHS and is responsible for reviewing formal complaints about the NHS in England which have not been resolved by an Organisation or Practitioner about whom a complaint has been made.

The Ombudsman's services are free. Their helpline is 0345 015 4033 (calls charged at local rate) E-mail: phso.enquiries@ombudsman.org.uk.

Further information about the Ombudsman is available at www.ombudsman.org.uk.

You can write to the Ombudsman at:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP