# PRACTICE COMPLAINTS PROCEDURE

Sometimes things can go wrong.

If you have any complaint or concern about the service that you have received from the doctors or staff working at this practice, you are entitled to ask for an explanation.

We offer an informal, in house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation.

# 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 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 - because this will enable us to establish what happened more easily. (This procedure does not affect your right to make a formal complaint to the Health Service Commissioner (Ombudsman) or to seek compensation in law)

Complaints should be addressed to the Practice Manager or alternatively you should request an appointment with the Practice Manager in order to discuss your concerns. It will be a great help if you are as specific as possible about your complaint.

# WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and if further investigation is required we will report back to you following investigation within maximum of six months based on the complexity of the complaint.

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 agree to this

- make sure you receive an apology, where this is appropriate

- identify what we can do the make sure the problem doesn’t 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 of providing this.

# COMPLAINING TO THE HEALTH SERVICE AND NHS ENGLAND

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. But this does not affect your right to approach the Health Service Commissioner (Ombudsman), if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation you can contact the Health Service Commissioner on 0345 015 4033 or write to them at:

The Health Service Ombudsman

Or on a more local level please put your complaint in writing to:

NHS England

PO Box 147 38

Redditch

B97 9PT

Tel - 0300 311 2233 or email England.contactus@nhs.net

Milk Tower

Milk Bank

London

SW1P 4QP

Or visit the website at [www.ombudsman.gsi.gov.uk](http://www.ombudsman.gsi.gov.uk)

Or alternatively contact **Sandwell – POhWER** Website: [www.POhWER.net](http://www.POhWER.net)

Email: pohwer@pohwer.net

Phone: 0300 456 2370

**Healthwatch Sandwell**

Walker Grange, Central Avenue,Tipton,DY4 9RY **Telephone:** 0121 569 7211
**Email:** info@healthwatchsandwell.co.uk

They will address any concerns you have regarding your healthcare and can offer advice and guidance with your concerns.

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