**PRACTICE COMPLAINTS ROCEDURE**

Reviewed 13 March 2018

If you have a complaint or concern 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 national criteria.

**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, please let us know **as soon as possible** - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If this is not possible, please let us have details of your complaint:

1. Complaints should normally be made within 12 months of an incident or of the matter coming to your attention. This time limit can be extended provided you have good reasons for not making the complaint sooner and it's possible to complete a fair investigation.
2. This will be a decision taken by the complaints manager in discussion with you. If you're told your complaint can't be looked at, you may want to contact the [Parliamentary and Health Services Ombudsman](http://www.ombudsman.org.uk/) or the [Local Government Ombudsman (LGO)](http://www.lgo.org.uk/).

Complaints should be addressed to Christine Lloyd, our Practice Manager, or you may ask for an appointment with her in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that the matter is dealt with promptly. It will be a great help if you are as specific as possible about your complaint. Alternatively, you may address your complaint to any of the doctors.

**What we shall do**

We shall acknowledge your complaint within three working days. We will then investigate the complaint and provide you with a timescale for responding. We should then be in a position to offer you an explanation, or a meeting with the people involved. Our aim will be 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 this
* make sure you receive an apology, where this is appropriate
* identify what we can do to 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 signed note by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaints made on behalf of a child should normally be made by the parent(s). Any complaint by another person on behalf of a child would need the parent’s written consent.

**Complaining to the health authority**

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

This does not affect your right to approach the local health authority, if you feel you cannot raise your complaint with us or you are dissatisfied with the outcome of our investigation. Please contact the Patient Advice and Liaison Service, NHS England telephone 03003112233.

[www.england.nhs.uk](http://www.england.nhs.uk/)

Email: Englandcontactus@nhs.net

Post: NHS England, PO Box 16738, Redditch, B97 9PT

If you are not satisfied with the way your complaint has been dealt with by the practice or NHS England, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and of government:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk/)

Complaints Helpline: 0345 015 4033 (Mon – Fri 8.30 am – 5.30 pm)

Email: phso.enquiries@ombudsman.org.uk

Post: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

If you need support with any of these processes you can contact Healthwatch Southend independent complaints advocates for advice, information and support:

[www.healthwatchsouthend.co.uk](http://www.healthwatchsouthend.co.uk/)

Telephone 01702 220102 between 9.00 am & 5.00 pm Mon-Fri

Email: info@healthwatchsouthend.co.uk

**Help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if improvements are needed.