**Complaints Procedure**

**Patient Information Leaflet**

**Making a Complaint**

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In the event, this should be:

Within 12 months of the incident or within 12 months of you discovering that you have a problem giving as much detail as you can.

If you are a registered patient you can complain about your care. You are unable to complain about someone else’s treatment without their written authority.

**Send your written complaint to:**

Mrs Deb Arnold

Knightwick Surgery

Bromyard Road

Knightwick

Worcester

WR6 5PH

**What we do next**

We look to settle complaints as soon as possible. We acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned with the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into the complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

**Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

**If you are dissatisfied with the Outcome**

You may approach:

NHS England
PO Box 16728
Redditch
B97 9PT

Tel: 0300 311 22 33
Email: england.contactus@nhs.net

The Independent Complaints Advocacy Service

POhWER

P O Box 14043

Birmingham

B6 9BL

Tel 0300 456 2370

Email: pohwer@pohwer.net

You have the right to approach the Ombudsman. The contact details are:

Health Service Ombudsman

Ring the Complaints helpline 0345 015 4033

The Helpline is open Monday to Thursday 08.30am to 5.00pm and Friday

8.30am to 12pm

Or write to

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**30 Millbank**

**London**

**SW1P 4QP**

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