



Who to contact for further help or information

Health Service Commissioner (Ombudsman)

11th Floor, Millbank Tower
London
SW1P 4QP
Telephone: 0845 015 4033

NHS England

NHS Commissioning Board
PO Box 16738
Redditch B97 9PT
Tel: 0300 311 22 33 (mon-Fri 08:00 to 18:00)
Email: England.contactus@nhs.net – addressing your email to
“The complaints manager”

Independent conciliation

VoiceAbility
Mount Pleasant House
Huntingdon Road
Cambridge
CB3 0RN
☎ 0330 330 5454
Textphone: 0786 002 2939
Email: nhscomplaintsadvocacy.org
www.nhscomplaintsadvocacy.org

How to make a complaint

This leaflet explains how you can raise your concerns if you feel that you have not received an appropriate service from us.

Complaints can help us to improve our services. You should never have any concern that a complaint may adversely affect your care in future – it won't.

How to complain

Please make your complaint as soon as possible after the event. We can usually only investigate complaints within twelve months of the cause of the complaint. In exceptional circumstances it may be possible to extend this time limit.

This practice has a complaints form you may wish to use. There are copies at reception, in waiting areas or one may be downloaded from the practice website.

The NHS complaints procedure does not apply, and cannot be used, if you are taking legal action. The NHS complaints procedure cannot offer financial compensation.

Informal complaints

We generally prefer to receive written complaints because we cannot always guarantee to have someone available to discuss a complaint with you and because we still have to make a written account of the cause of the complaint.

Formal complaints

You should contact us in writing as soon as possible. Please be as specific as possible - it helps if your writing is legible – and include your contact details – name, address, 'phone number and date of birth. An email address is also helpful.

Complaints on behalf of someone else

You can complain on behalf of someone else but we will need to be satisfied that that person has given their written consent if they are able to.

Local resolution

We hope that you will complain in the first instance directly with us, but you are free to complain to NHS England or the Healthcare Ombudsman if you prefer.

NHS England ask us to advise you that any communication you may have with them may be shared the local commissioning group (Nene Commissioning). Your complaint to them should include:

- Your name and address and an email address if possible
- A clear description of your complaint
- Copies of any earlier correspondence with NHS England
- Any valid correspondence case reference numbers

What will do when you complain

We will acknowledge receipt of your complaint – this usually within 2 days. We will investigate as quickly as we can - we aim to reply within 10 working days but it can take longer. You will receive a written explanation of how we have investigated and, where a

complaint is upheld, we will explain what lessons we have learned and what changes we have put in place.

We do offer the opportunity to meet with the practice manager to discuss the outcome of a complaint.

Conciliation

As part of local resolution, there is a conciliation service to help resolve complaints. This gives people who have a complaint and the people complained about an opportunity to have an independent person, a lay conciliator, involved in resolving their complaint.

Conciliators are not employed by the practice or professionally involved in health services, but they are trained and experienced in resolving complaints.

Contact details for an independent conciliation service are overleaf.

Afterwards, if you are still not happy with the response you receive, you can ask for an independent review of your complaint by contacting the Healthcare Service Ombudsman.