

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Mill Road Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Matt Carter, Practice Manager who will try to resolve the issue and offer you further advise on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within 20 working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

## COMPLAINTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_

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Signed: \_\_\_\_\_

## COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

### PALS & Complaints at Suffolk and North East Essex Integrated Care Board

Website:

<https://suffolkandnortheastessex.icb.nhs.uk/have-your-say/patient-advice-and-liaison-service-pals/>

Post: Patient Advice and Liaison Service (PALS)

Endeavour House

Russell Road

Ipswich

IP1 2BX

Tel: 0800 389 6819

Email: [sneecb.pals@nhs.net](mailto:sneecb.pals@nhs.net)

& [sneecb.complaints@nhs.net](mailto:sneecb.complaints@nhs.net)

### Rethink Essex Advocacy

Website: <https://www.rethinkessexadvocacy.org/>

Post: Essex All-Age Advocacy, Advocacy Hub 1, 15-16 Floor,  
89 Albert Embankment, Vauxhall, London, SE1 7TP

Tel: 0300 7900 559

Email : [essexadvocacy@rethink.org](mailto:essexadvocacy@rethink.org)

### NHS England

Website: <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

By post to: PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 2233

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please state in the subject line 'For the attention of the complaints team'

## PALS, ICAS & OMBUDSMAN

### PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

[http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

### NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on:

<https://www.rethinkessexadvocacy.org/>

### OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk>

## MILL ROAD SURGERY

Complaints Leaflet

## PARTNERS

Dr Clair Carpenter

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