

## COMPLAINTS PROCEDURE

If you have a complaint or concern about the service that you have received from your practice or any of the staff working here, please let us know. We operate a practice complaints procedure in line with NHS guidelines for dealing with complaints.

### 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 formal complaint, we would like you to 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 and investigate your complaint thoroughly. Complaints should be made;

- Within 12 months of the matter which caused the problem.
- or
- Within 12 months of becoming aware you have something to complain about.

You should contact or write to the Practice Manager if you wish to raise a concern or make a formal complaint. Addressing your letter to the attention of the Practice Manager/ Complaints and addressed to the Practice address. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It would be helpful if you can give us specific details of what you feel went wrong and what outcome you would like.

### What we shall do

We shall acknowledge your complaint **within three working days**, and offer to discuss your concerns and agree the way forward with you. We will investigate your complaint and aim to provide you with our findings within 28 days or within a time frame agreed with you.

When we look into your complaint, we shall aim to:

- Establish what happened and what went wrong.
- Facilitate for you to discuss the problem with those concerned if this would be helpful to you.
- Ensure you receive an appropriate apology.
- Identify what we can learnt from your complaint and what we can do to make sure the problem doesn't happen again to improve our services.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality and data protection. If you are complaining on behalf of someone else, we must receive written consent from the patient along with a proof of identification from the patient to confirm that you have his or her permission to do so. Or consent recorded already on the patients file to confirm we can discuss the patients details and complaint with you. Or in the case the patient is incapable (because of illness or age) we required proof that you are the carer or next of kin.

### **Complaining to NHS ENGLAND**

I hope you feel able to contact us in the first instance, however, if you do not feel able to raise your complaint with us you can contact the Customer Contact Centre at the NHSCB, who will be able to help and advise you. They can also arrange for a member of the complaints staff to contact you. The Customer Contact Team can be contacted by telephone on 0300 311 22 33, email [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or by post to NHS England, PO Box 16738, Redditch, B97 9PT.

### **Parliamentary Health Service Ombudsman (PHSO)**

If you do remain dissatisfied you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure. You can contact the PHSO, Milbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033

### **Independent help and support**

You may also like to contact ICAT, the Independent Complaints Advocacy Team who can offer you independent help and advice in making a complaint. Their telephone number is 01274 770118 or by post to Rooms 21-29, 1<sup>st</sup> Floor, The Tradeforce Building, Cornwall Place, Bradford BD8 7JT.

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# **A GUIDE TO MAKING A COMPLAINT**

**This leaflet explains how you can make a complaint to**

**Kensington Partnership**