

Kensington Partnership
Kensington Street
Health Centre
Whitefield Place
BD8 9LB

**Lower Grange
Medical Centre**
The Square
Charteris Road
BD8 0QN



**Mughal Medical
Centre**
55 Ivanhoe Road
BD7 3HY

**Woodroyd Medical
Practice**
Woodroyd Centre
off Greenway Road
BD5 8EL

www.kensingtonpartnership.org

COMPLAINTS GUIDE

If you have a complaint or concern about the service you received from the Practice or any staff working here, please let us know. We operate a Practice Complaints Procedure in line with NHS guidelines.

How to complain

We hope most problems can be sorted easily and quickly, often when they arise and with the persons concerned. If your problem cannot be sorted this way and you wish to make a **formal complaint**, we would like to know as-soon-as-possible, ideally within a couple of days or a few weeks at most. This enables us to establish what happened more easily and investigate thoroughly.

Complaints should be made either 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 Practice Manager/Complaints and addressed to the practice or emailed to b83052.kensingtonstr@nhs.net with the subject "Complaint". The Practice Manager will explain the complaints procedure in full and ensure your concerns are dealt with promptly. It is helpful to provide us with specific details of what you felt went wrong and what outcome you would like.

What we will do

We will acknowledge your complaint **within three working days** and offer to discuss your concerns and agree with how to proceed forward with you. We will investigate your complaint and aim to provide you with our findings **within 28 days** or within an agreed timeframe with yourself.

When we look into your complaint we aim to: establish what happened and what went wrong, facilitate a discussion with those concerned, provide an appropriate apology and identify what we learnt from your complaint – ensuring it doesn't happen again in order to continuously improve our services.

Complaining on behalf of somebody else

We strictly adhere to rules of confidentiality and data protection. If you are making a complaint on behalf of somebody else we must either: have received written consent from the patient, along with proof of ID to confirm you have their permission to make a complaint on their behalf – **or** – already have consent recorded on the patients file to discuss patient details and complaint with you. In the event the patient is incapable (ie. due to illness or age) we require proof you are the carer or next-of-kin.

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Complaining to NHS England

You should always feel like you should contact us in the first instance, if you do not feel comfortable raising your complaint with us you can contact the Customer Contact Centre at NHSCB, who can help and advise you. They can arrange for a member of the complaints staff to contact you. The Customer Care Contact Team can be contacted by phone on 0300 311 2233, email on england.contactus@nhs.net or by post to NHS England, PO Box 16738, Redditch, B97 9PT.

Parliamentary Health Service Ombudsman (PHSO)

If you still remain dissatisfied you can contact the PHSO of your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure. They can be contacted by post at PHSO, Milbank Tower, London, SW1P 4QP or by telephone on 0345 015 4033.

Independent help & support

You may wish to contact ICAT, the Independent Complaints Advocacy Team who offer independent help and advice for making a complaint. They can be contacted by post at Independent Claims Advocacy Team, Rooms 21-29 1st Floor, The Tradeforce Building, Cornwall Place, Bradford, BD8 7JT or by phone at 01274 770118.