



Sett Valley Medical Centre

SETT VALLEY MEDICAL CENTRE Complaints Procedure

The Regulations require all practices to:

- Publicise their complaints procedure
- Acknowledge receipt of a complaint and offer to discuss the matter within **three** working days
- Deal efficiently with complaints and investigate them properly and appropriately
- Write to the complainant on completion of a complaint investigation explaining how it has been resolved, what appropriate action has been taken and reminding them of their right to take the matter to the Health Services Ombudsman if they are still unhappy.
- Assist the complainant in following the complaints procedure, or provide advice on where they may obtain such assistance
- Ensure there is a designated manager for complaints (at Sett Valley Medical Centre it is the Practice Manager)
- Have someone senior who is responsible for both the complaints policy and learning from complaints
- Produce an annual report about complaints that have been received, the issues they raise, and any matters where action has been taken to improve services as a result of those complaints.

People wishing to make a complaint:

We appreciate how difficult it can be to make a complaint, particularly when it may concern your healthcare or that of another family member or friend.

However, we do want to know if you are unhappy with the service you have received so that we can investigate your concerns and improve the quality of care that we give to our patients. When you are making a complaint the following must apply:

- It must be within 12 months of an incident happening or of becoming aware of the matter being complained about

SETT VALLEY MEDICAL CENTRE

Complaints Procedure

Below sets out the different ways in which you can make a complaint and the procedure that takes place when you have.

STEP 1

Speak to a staff member.

Tell them if you are unhappy and they will do their best to resolve the problem.

STEP 2

If you feel you would rather discuss the problem with a member of the Management Team you can contact the Practice Manager, Assistant Practice Manager or Reception Manager

STEP 3

If you make a complaint in writing, we will acknowledge receipt within 3 working days and we will work to provide a full response within 28 working days.

STEP 4

All complaints are treated in **strict confidence**. You may choose to complain to the practice **OR** you can take your complaint to

NHS England

By Post:

NHS England, PO Box 16738 Redditch B97
9PT

email: england.contactus@nhs.net (please write 'For the Attention of the Complaints Manager' in the subject line.

Telephone : 0300 311 22 33

SETT VALLEY MEDICAL CENTRE

Complaints Form

Date of Complaint:

Details of person making complaint:

Full name: Status: (e.g. patient, relative etc.....)

Address:

.....Post code:

Telephone/contact no:

Patient's Name :

Address:

.....Post code:

Summary of complaint: (continue on reverse if necessary)

Signature of complainant:

Please print name:

Written/Formal complaint (please circle) YES NO

Office Use only:

Advice given:

Action taken:

Staff member signature:

Print name: Position:

Complainants, their relatives and carers have the right to receive all treatment with dignity and respect and will not, under any circumstances, be discriminated against during or following a complaint.

Reviewed: July 2018
Next review due: June 2020