

## Complaints Procedure

A complaint is an expression of dissatisfaction which requires a response.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS wide system for dealing with complaints.

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 complaint, we would like you to let us know **as soon as possible**, ideally on the day. This is because the sooner we know about a problem, the easier it will be for us to establish what happened. Complaints will be investigated if they have been made within 12 months of the date of the event, which has given cause for complaint, OR within 12 months of discovering the reason for the complaint. Discretion may be applied in extending these time limits where in the opinion of the Investigating Partner, it would have been unreasonable in the circumstances of the particular case for a complaint to have been made earlier AND where it is still possible to investigate the facts of the case.

There is a designated General Practitioner responsible for the management of all complaints.

The Managing Partner is the appointed Complaints Manager. She will be informed immediately when a complaint is received by any other member of the practice. If the Complaints Manager is absent, the complaint will be referred direct to the Investigating Partner.

Complaints should be sent in writing (or by email) addressed to the Managing Partner, Samantha Miles. It will be a great help if you are as specific as possible about your complaint.

You can be assured that the matter will be taken seriously, that it will receive immediate attention and that confidentiality will be observed. The complaint will be acknowledged in writing within 10 working days.

When we look into your complaint, we shall; (a) find out what happened and what went wrong (b) make it possible for you to discuss the problem with those concerned, if you choose. You can be accompanied by a friend or relative at this discussion.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. We can provide a consent form, which will need to be signed by the person concerned to authorise you to complain on their behalf and where appropriate, a letter will also be sent to them.

Following the investigation of the complaint, a letter will be sent to you within 28 working days informing you of the outcome.

We hope that wherever possible you will use the Practice complaints procedure. We believe this will give the Practice the best chance of making changes and an opportunity to improve our Practice. However, this does not affect your right to approach the National Commissioning Board for assistance if you feel you cannot raise your complaint with us.

Their contact details are;

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 22 33

If you feel you need help and advice addressing your NHS complaint, you can obtain independent support from either services:

PALS (Patient Advice and Liaison Services)  
Harrogate District Hospital  
Lancaster Park Road  
Harrogate  
North Yorkshire  
HG2 7SX  
Tel: 01423 555499

<https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals> OR

<https://www.nhs.uk/services/service-directory/harrogate-district-hospital/N10871715?gsdServiceId=363>

North Yorkshire Independent Health Complaints Advocacy Service  
Cloverleaf Advocacy  
5<sup>th</sup> Floor  
Empire House  
Old Wakefield road  
Dewsbury  
W12 8DJ  
Tel: 0300 0124212  
Email: [NHSComplaints@cloverleaf-advocacy.co.uk](mailto:NHSComplaints@cloverleaf-advocacy.co.uk)  
<https://cloverleaf-advocacy.co.uk/areas/north-yorkshire>

If you feel that the complaint has not been satisfactorily resolved, you may take this matter up with the Health Service Ombudsman;

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
Email: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)