**COMPLAINTS**

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 an NHS system for dealing with complaints. Our complaints system meets national criteria.

# 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 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. If it is not possible to do that, please let us have details of your complaint:

* Within twelve months of the incident that caused the problem, or
* Within twelve months of discovering that you have a problem, although this time limit can be extended as long as the complaint can still be satisfactorily investigated.

Complaints should be addressed to the Practice Complaints Administrator or to any of the doctors. Alternatively you may ask for an appointment with one of our Assistant Practice Managers in order to discuss your concerns. They will explan the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

# What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

* Find out what happened and what went wrong
* Make it possible 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 we can do to make sure the problems does not happen again.

# Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

# Complaining to the Health Authority

We hope that if you have a problem you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. But this does not affect your right to approach the **NHS Central Contact Centre** if you feel you cannot raise your complaint with us or you are dissatisfied with the result of the investigation. You can contact them by post, email, telephone or by registering on their website:

Freepost

NHS England

PO Box 16738

Redditch B97 9PT

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) with “for the attention of the Complaints Team in the subject line.

Tel: 0300 311 22 33 (Monday to Friday 8 am to 6 pm, excluding English Bank holidays)

**NHS England website** [http://www.england.nhs.uk/contact-us/complaint/](https://legacy.doncastergp.nhs.uk/exchweb/bin/redir.asp?URL=http://www.england.nhs.uk/contact-us/complaint/)

**Independent Health Complaints Advocacy**

Complaints advocacy is available to anybody, including children and young people, who want independent assistance to pursue a complaint with the NHS. The service provides online self-help tools and one to one advocacy for people who need support to make their complaint or feel that they are not being heard.

Tel: 01302 319052

Email: [doncaster@voiceability.org](mailto:doncaster@voiceability.org)

Website: <https://www.voiceability.org/services/doncaster>

Free Phone: 0808 1646125

You may also ask the **Health Ombudsmen** to review the matter:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

LONDON SW1P 4QP

Tel: 0345 015 4033