

Complaints Leaflet Information for Patients

Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure which meets national criteria. If you do have a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

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 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within

twelve months of the incident.

Complaints should be addressed in writing or via email (sasccg.weepingcross@nhs.net) to Mr Gareth Edwards, Practice Manager or to any of the Practice doctors directly.

What will shall do?

We endeavour to investigate your complaint within ten working days of the date of its receipt. If we think it may take longer we will inform you and provide you with updates. Following the investigation we will provide you with a response and if relevant, a meeting with those involved in your care.

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

- Find out what happened and 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 problem doesn't happen again

Complaining on behalf of someone else

Please note that we strictly adhere to all legislation and guidance relating to individual medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their prior consent to do so. If the complaint is of a general nature there may be elements we can respond too.