**PRACTICE COMPLAINTS PROCEDURE**

**PATIENT INFORMATION LEAFLET**

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. This would be 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 12 months of the cause of the complaint; or
* within 12 months of discovering there was cause to complain.

Complaints should be addressed to Mrs Debbie Bodhanya, Managing Partner. Alternatively, you may ask for an appointment with Debbie in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a 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 25 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 problem doesn’t happen again.

**Complaining on behalf of someone else**

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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

**Ways to complain**

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 NHS England if you feel you cannot raise your complaint with us. You can call NHS England on 0300 3112233, write to them at PO Box 16738, Redditch, B97 9PT, or email them at [england.contactus@nhs.net](mailto:england.contactus@nhs.net). When emailing, please state “For the attention of the Complaints Team” in the subject line.

For informal queries, you may wish to write to the Hertfordshire and West Essex Integrated Care Board (ICB), Patient Experience Team at: [hweicbwe.patientfeedback@nhs.net](mailto:hweicbwe.patientfeedback@nhs.net) or via telephone 01992 566122. The ICB are only able to provide support with informal queries. Formal complaints are managed by the Practice or NHS England.

You may obtain free-of-charge confidential support in relation to your complaint from VoiceAbility (Advocacy Service) on 0300 303 1660, or by email to: helpline@voiceability.org.

If you are dissatisfied with the outcome of your complaint from either this practice or the ICB, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) by completing their online form at [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint) or calling their Customer Helpline on 0345 015 4033.