**Complaints Procedure**

**Comments, Complaints and Suggestions**

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

We always try to give you the best service, but there may be occasions when you feel this has not happened. This leaflet explains what you should do if you have a complaint about the service we provide for you.

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

**What you can do next**

We hope that, if you have a problem, you will use our procedure. We believe that this will give us the best chance of putting right whatever has gone wrong, and the opportunity to improve our practice.

If you’re not happy with how we’ve dealt with your complaint and would like to take the matter further, you can contact the **Parliamentary and Health Service Ombudsman.** The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. Their service is free for everyone. To take a complaint to the Ombudsman, visit [**www.ombudsman.org.uk**](http://www.ombudsman.org.uk)

**Or Telephone 0345 015 4033.**

If you need assistance in making your complaint or you are not happy to talk to the practice you may contact the Complaints Department at NHS England:

**NHS England**

**PO Box 16738**

**Redditch**

**B97 9PT**

**Tel: 0300 311 2233**

**Email:** **England.contactus@nhs.net**

**Cloverleaf Advocacy**

Can also help you with any NHS Complaint and signpost you to services that can help.

Visit NHSComplaints@cloverleaf-advocacy.co.uk

**Or Telephone 0300 0124212**.

**Help us get it right**

We constantly try to improve the service we offer.

Please let us know when you think we have done well or if you have any suggestions as to how we can do something better.

Please send any comments you may have to:

**The Complaints Team**

**Royton and Crompton Family Practice**

**Park Street**

**Royton**

**Oldham**

**OL2 6QW**

**Tel: 0161 357 2315**

Email: **OLDCCG.patientcontact@nhs.net**

**Making a Complaint**

We hope that most problems can be sorted out easily and quickly, often at the time that 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 - as 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 incident that caused the problem: or
* Within 12 months of discovering that you have a problem, provided that is within 12 months of the incident.

The practice Complaints Team will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to the Patient Liaison Officer.

***In writing*** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the Patient Liaison Officer as soon as possible.

***By telephone*** - the receptionist will take brief details of your complaint and the Patient Liaison Officer will telephone you to discuss further.

**What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 25 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response provided for you.

Where your complaint involves more than one organisation (e.g. Social Services), we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

**Complaining on behalf of Someone else**

Please note that we keep strictly to the rules of medical confidentiality.

If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for a third-party consent form which the patient will need to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.