

Complaints Procedure

Please let the surgery know about your complaint as soon as possible after the problem arose – ideally within a matter of days or, at most, a few weeks – because this will make it easier for us to establish what happened. If this is not possible, then please let us have details of your complaint either:

- Within 6 months of the incident that caused the problem.
- Within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

How to complain

1. If you have a complaint please consider firstly discussing your concerns with a member of our staff. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.
2. If the matter cannot be resolved on the spot and you wish to take it further, please write to our complaints co-ordinator at the surgery as detailed below:

**Miss Claire Orriss
Complaints Co-ordinator
Royton & Crompton Family Practice
Royton Health & Wellbeing Centre
Park Street, Royton
Oldham OL2 6QW**

3. Alternatively please speak to a member of staff who will take your contact details and a brief account of your complaint, which will then be passed to the complaints co-ordinator.

Please be aware that if you wish to complain on another person's behalf, that person will need to provide the practice with written consent stating that they give permission for you to deal with their concerns (unless they are incapable of providing this due to physical or mental illness).

If your complaint involves another service within the NHS we will need your consent to contact them.

What Happens Next?

- The complaints co-ordinator will acknowledge your complaint within 3 working days.
- She will take full details of your complaint and make sure that your concerns are dealt with promptly and in a confidential manner.
- At the same time she will also speak with you to inform you of how your complaint will be handled and to agree the time scale for doing so. We aim to resolve complaints quickly and efficiently. We will normally respond to you either by telephone, or in writing. In some circumstances you may be offered an appointment for a meeting to discuss your concerns.
- We will aim to resolve your complaint within 10 working days. Although in some cases we may need to make further enquiries which could result in the practice taking longer to provide a response to your complaint. We will keep you informed of any delays.
- Please be aware that if your complaint involves another service within the NHS, the time-scale is likely to be longer.

We will always try to address your concerns fully, provide you with an explanation and discuss any action that may be needed in order to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you wish to do so.
- Identify what we can do to make sure that the problem doesn't happen again.

Need help with making a complaint?

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

NHS England

POBOX16738

Redditch

B97 9PT

Tel: 0300 311 2233

Email: England.contactus@nhs.net

The Independent Complaints Advocacy (ICA) can also provide free independent advice and support to people making complaints.

Tel: 0808 802 3000

Email: hub@carersfederation.co.uk

What to do if you are not satisfied with the outcome.

If you remain dissatisfied after receiving the response to your complaint or remain unhappy after local resolution, you can take your complaint to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. The contact address for the Ombudsman is:

The Parliamentary and Health Service Ombudsman

MillbankTower

Millbank

London SW1 4QP

Tel: 0345 015 4033

Or visit their website at

www.ombudsman.org.uk