

The Practice Complaints Procedure

❖ Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the Doctors, Nurses or any of the staff working in the Practice please let us know immediately. We operate a Practice Complaints procedure as part of the NHS system. Our Complaints procedure meets the National Criteria. Our first priority is to resolve this face-to-face however if we are unable to resolve your concerns we will then follow the system laid out below.

Face-to-face: Please raise your concerns with our reception team who will contact the Practice Manager. The Practice Manager will then log your verbal complaint and document any outcomes or further investigation required.

❖ How To Complain

If you wish to make a formal complaint please raise this with the Practice Manager in the surgery or write to us.

- Let us have details of your complaint immediately or
- within 12 months of the incident that caused the problem or
- within 12 months of discovering you have a problem, provided this is within 12 months of the incident

❖ What We Do Next

- Complaints are acknowledged within 5 working days
- We aim to have your complaint fully investigated within 28 working days
- If we have to make lots of enquiries this may take longer and you will be kept informed
- We will try to address your concerns fully, provide explanations and discuss any action necessary

❖ If You Are Not Happy With The Outcome Of The Complaint

If you are unhappy with the outcome of your complaint, you can contact the Parliamentary and Health Service Ombudsman
0345 015 4033 8:30am - 5:30pm Monday - Friday
www.ombudsman.org.uk

❖ Confidentiality

Please note that we have to respect our duty of Confidentiality to Patients and a Patient's consent will be needed if a complaint is **not made by the Patient concerned, in person.**

We hope that you will never have to make a complaint but that you will use our Complaints Procedure as necessary to allow us to look into and put right any problem you have identified and to support us to improve our services to you.

Dr Bankart and Partners (OC376365)

Reviewed and Updated October 2023 next review in October 2024