

## **Complaints Procedure**

We operate a Practice complaints procedure, as part of an NHS complaints system, which meets national criteria.

If you have a complaint or concern about the Practice, please complete the Complaints form which you can be obtained from Reception or on our website (<https://www.swisscottagesurgery.nhs.uk/complaints-procedure>). We recommend you put your complaint in writing as we then have a clear audit trail.

The Practice complaints manager is Khristle Absalud, Associate Practice Manager.

**PLEASE NOTE WE CANNOT ACCEPT COMPLAINTS ABOUT OTHER ORGANISATIONS; PLEASE KINDLY REFER TO THOSE ORGANISATIONS DIRECTLY.** For Hospitals please go to their Patient Advisory Liaison Service (PALS) for further advice.

### **How to complain**

We hope that we can sort most problems out easily and quickly, often at the time they arise, and with the person concerned. Where you are not able to resolve your complaint in this way and wish to make a formal complaint, please do so as soon as possible. Please complete a Complaints form, which is available on our website. You should be as specific and concise as possible. It should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. We will accept additional emails and/or letters in relation to your complaint as supporting evidence only.

### **Complaining on behalf of someone else**

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. A letter signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A section is available on our complaint form for this purpose. 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.

### **What we will do**

We look to settle complaints as soon as possible. We will acknowledge your complaint within 3 working days and discuss with you the best way to investigate it, including the timescales for a reply. We aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances and attempt to see what happened and why. You may then receive a formal reply in writing or be invited to meet with the person(s) concerned to attempt to resolve the issue (if you would like to do so). We will make sure you receive an apology or explanation if this is appropriate, and take steps to make sure any problem does not arise again by identifying learning issues and any necessary changes to procedures. Where errors have occurred, we will explain these fully and state what will be done to put these right and prevent repetition.

You will receive a final response setting out the result of any Practice investigations and this will include details of your right to escalate the matter further if you remain dissatisfied with the response.

When your complaint involves more than one organisation we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

## Complaining to NHS England

We hope that, if you have a problem, you will use our complaints procedure. This will give us the best opportunity of putting right whatever has gone wrong and help to improve our practice. However, this does not affect your right to approach NHS England, who commission our service or The Parliamentary & Health Ombudsman, who is independent of government and the NHS.

You may also complain directly to NHS England who commission our service. They can be contacted at:

### **NHS England**

Po Box 16738  
Redditch, B97 9PT  
Tel: 0300 311 22 33  
Email: [NWLCSU.CBLondonComplaints@NHS.net](mailto:NWLCSU.CBLondonComplaints@NHS.net)

### **Health Service Ombudsman**

Millbank Tower,  
Millbank, London SW1P 4QP

Telephone: 0345 015 4033

Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Where can I get more advice and help?

The NHS Complaints Advocacy service can also help provide advice and support, helping you to sort out any concerns you may have about the care we provide, also guiding you through how to make a complaint or express a concern about NHS services. In London this service is provided by Voiceability who can be contacted on:

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Fax: 0330 088 3762

Website: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

If you would like to make a complaint or need this information in another language, in Braille or on audio tape, please contact the Practice on 020 7722 2772 or [swisscottagesurgery@nhs.net](mailto:swisscottagesurgery@nhs.net)