COMPLAINTS PROCEDURE – patient information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version:** | **Reviewed on** | **Next review date**  | **Approved by:** | **Comments:** |
| 1.1 | 1/08/2019 | 01/08/2020 | A Ashpool |  |
| 1.2 | 7/4/2021 | April 2022 | A Ashpool | Complete form via website |
| 1.2 | 22/4/22 | 22/4/23 |  | No changes  |
|  |  |  |  |  |

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or manager – but if you would prefer to give your feedback in writing, please send it to the Practice manager. You can also complete a FRIENDS AND FAMILY TEST feedback card and pop it in the dedicated box. Alternatively, if you would like acknowledgement of your complaint within 3 days you can complete a feedback form via our website.

If you have a complaint to make, please don’t be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Alternatively you have the right to approach NHS England and raise your complaint directly with them:

NHS England

PO Box 16738

Redditch

B97 9PT

Tel 0300 311 22 33

Email: England.contactus@nhs.net

or if still not satisfied, to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO is an independent body established to promote improvements in healthcare through the assessment of the performance of these who provide services. You can contact them on 0345 015 4033 or  [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or write to

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP