

## **Practice Leaflet for Complaints**

We always try to give you the best service possible but there may be times when you feel this has not happened.

If you have a suggestion or complaint about the service we provide, please complete a form, ask for a Patient Information Leaflet or ask to speak to a member of the Practice Management Team. Alternatively, you may prefer to phone or write to her, giving details of your complaint.

We think it is important to deal with complaints quickly and we will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. Occasionally, if we have a lot of investigations, it may take a little longer, but we will keep you informed.

The period for making a complaint is 'six months from the date on which the matter which is the subject of the complaint occurred' or 'six months from the date on which the matter which is the subject of the complaint comes to the complainant's notice, provided that the complaint is made no later than 12 months after the date on which the matter which is the subject of the complaint occurred'.

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

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **Complaining to the Patient Services NHS Staffordshire**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong, and an opportunity to improve our practice. But this does not affect your right to approach the NHS on 0300 311 22 33 if you feel you cannot raise your complaint with us.

### **What to do if the complaint still can't be resolved**

If we have done everything we can to resolve your complaint, and you remain dissatisfied you can contact The Ombudsman by:

- Visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- Writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP