

## **Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

### **How to complain**

We hope that most problems can be sorted out easily and quickly. Often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible- ideally within a few days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

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

Complaints should be addressed to the Senior Partner or any of the doctors. Alternatively, you may ask for an appointment with the Practice Manager, in order to discuss your concerns. The Practice Manager will explain the complaints procedure with you and will ensure that your concerns are dealt with promptly. It will help if you can be as specific as possible about your complaint.

### **What we shall do**

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We should then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure that you receive an apology, where this is appropriate
- Identify what we can do to make sure that the problem doesn't happen again.

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

Please note that we have strict rules of 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 Health Authority**

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the Health Authority if you feel that you cannot raise your complaint with us or you are dissatisfied with the result of the investigation. You should contact: The Complaints Manager, Lincolnshire Primary Care Trust, Cross O'Cliff, Bracebridge Heath, Lincoln, LN4 2HN Tel. 01522 515370 or 515319 Ref.dh/03/07