

## **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 matter of days or at most a few weeks – because 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 12 months of the incident or event occurring which is the cause for concern.

Our Customer Service and Reception Manager Jan will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

*In person*– ask to speak to our Customer Service and Reception Manager, Jan Brown.

*In writing* – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of Jan Brown as soon as possible

## **What we will do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your written complaint within 7 working days and aim to have looked into your complaint within 30 working days of the date when you raised it with us. We shall 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 you receive an apology, where appropriate
- ✦ Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## **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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## What you can do next

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 the opportunity to improve our practice.

However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. NHS England provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. Tel. 0300 311 22 33, Textphone. n/a, Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), In Writing: NHS England, PO Box 16738, Redditch, B97 6PT

Additionally you can contact the Independent Complaints Advocacy Service (ICAS) for help if you wish to make a complaint. Tel. 0845 456 1083, Email: [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net)

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary And Health Service Ombudsman (PHSO) to review your case. The PHSO can be contacted on Tel. 03450 15 4033, Textphone. 0300 061 4298, Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk), Or visit their website at: [www.ombudsman.org.uk](http://www.ombudsman.org.uk), In Writing: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

## Help us get it right

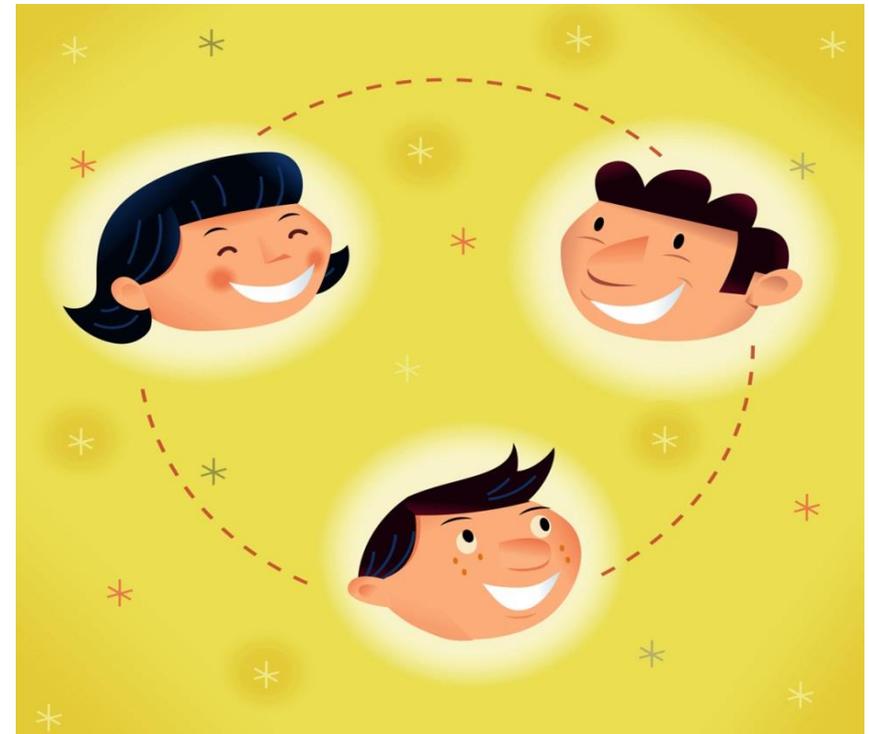
We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better. You can submit feedback via our website: [www.whitleyhouse.co.uk](http://www.whitleyhouse.co.uk)

## Whitley House Surgery

Crompton Building, Writtle Road, Chelmsford | Tel: 01245 347539



## Comments, complaints and suggestions



**Our aim is to provide the highest level of care for all our patients. We will always be willing to listen if there is any way that you think that we can improve the service we provide.**

*March 2022, V1.7  
Last review Feb 24, no changes*