



COMPLAINTS POLICY AND PROCEDURE

If you are unhappy with any aspect of your care or service, please let us know as soon as possible. We operate an In-House Practice 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. 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. Complaints should be addressed to Miss Fiona Pickering, our Practice Manager. We will acknowledge your complaint within three working days, either verbally or in writing and offer to discuss the matter. We will include in the discussion, how the complaint will be handled and the likely period for completion of the investigation and responding to you. We will send a written response as soon as reasonably practicable after completing the investigation, which will include:

- an explanation of how the complaint has been considered;
- the conclusions reached;
- including any matters for which remedial action is needed and confirmation that these will be achieved;
- details of your right to take this complaint to the Parliamentary and Health Service Ombudsman.

Complaining on behalf of someone else

You can also make a complaint on someone else's behalf (e.g. an elderly relative) if they are unable to, but you must have their written permission.

NHS COMPLAINTS PROCEDURE

We hope that if you have a problem you will use our In-house 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.

You may choose to make your complaint verbally, in writing or electronically to NHS England rather than the Practice to:

NHS England
PO Box 16738
REDDITCH
B97 9PT

Direct tel: 0300 311 2233
email: England.contactus@nhs.net



Under the NHS Complaints Procedure, complaints are usually investigated only if they are made within 12 months of the event, or within 12 months of you realising that you have something to complain about. However, this 12-month limit does not apply if there were good reasons for not making the complaint within the time limit, or despite the delay, it is still possible to investigate matters effectively and fairly.

There are two stages to the NHS Complaints Procedure:

- **1st stage** - local resolution, either by the Harvey Practice – or NHS England.
- **2nd stage** – Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.
Tel: 0345 015 4033.
e-mail: phso.enquiries@ombudssman.org.uk
Website: <http://www.ombudsman.org.uk>

At the Harvey Practice we try to ensure that all patients are pleased with their experience of our service and we take complaints very seriously. If you need to complain, you will be dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We learn from every mistake that we make and we attempt to respond to patients' concerns in a caring and sensitive way.

Please note: Our In-house Practice Complaints Procedure does not deal with matters of legal liability or compensation.

Support For Complainants

Help for a complainant is also available from.

Dorset Advocacy Service which provides an informal point of contact for queries, concerns or further information on how to take your complaint forward.

The Dorset Advocacy Service is based at:

Health Watch Dorset, Freepost BH1902
The Bridge
Chaseside
Bournemouth
BH7 8BX
www.healthwatchdorset.co.uk
0300 111 0102

The Advocacy People (whole of Dorset)

Tel: 0330 440 9000
Email: info@theadvocacypeople.org.uk
Website: www.theadvocacypeople.org.uk/nhs-complaints-advocacy

