

COMPLAINTS POLICY/PROCEDURE

We strive to deliver a level of medical and non-medical care that will not give rise to a complaint. However, if you feel that you have a genuine complaint regarding the level of care or service received, we invite you to follow our complaints procedure which is as follows:-

A complaint should be made as soon as possible after the incident has occurred. 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 may 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.

We hope that if you have a problem you will feel able to approach us directly and use our in-house procedure as we believe this will give us the best chance of putting right whatever has gone wrong and create an opportunity for us to improve our service to you.

If you do not feel that you wish to come directly to us, you may choose

to make your complaint orally, in writing or electronically to NHS England in which case you should contact:

Email:

england.contactus@nhs.net

Contact Number: 0300 311 2233

Postal address:

NHS England
PO Box 16738
REDDITCH
B97 9PT

- Debbie Morris, Practice Business Manager is the Complaints Manager and is responsible for dealing with complaints. Informal complaints can be raised by telephoning the Practice Manager in the first instance and we will make our best endeavours to resolve matters to your complete satisfaction. Formal complaints however, should ideally be put in writing. To prevent any difficulties, please make every effort to ensure that letters are clear, concise and fully legible.
- Your complaint will be acknowledged within 3 working days of receipt either verbally or in writing.
- If you are complaining about a non-clinical matter, then your complaint will be dealt with by Debbie Morris, the Practice Business Manager. If your complaint refers to the Practice

Business Manager it will be passed to a Partner for investigation

- If your complaint concerns a clinical decision and relates to a particular Doctor, then it will be referred to a different Partner who will investigate the matter from a clinical perspective. If you are making a complaint on behalf of someone else, please ensure that you provide us with their written consent to do so in order for us to be able to discuss matters on their behalf with you.
- We will agree a likely timescale for completion of the investigation with you and in the event that timescale slips for any reason you will be informed and the reason for this explained to you, we will of course let you know at this time how much longer the investigation is likely to take.
- During the course of the investigation, you may be contacted for further clarification to ensure that the details of your complaint are fully understood
- Once the investigation has been completed, the findings will be shared with you either verbally or in writing. We will assume that you are satisfied with the outcome of our investigation unless we are advised in writing within 28 days of our response.

- In the event that we are unable to resolve your complaint and you wish to invoke the final stage of the NHS complaints procedure, you are invited to take the matter up with:

Parliamentary & Health Service
Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP.

Tel: 0345 015 4033

Email:

phso.enquiries@ombudsman.org.uk

Website:

<http://www.ombudsman.org.uk>

In the event that the Practice or a member of the practice feels that it/they are the target of a habitual complainant and provided that the above policy has already been followed, then the Practice will adopt the policy for dealing with habitual complainants which can be obtained from the practice on request.

We will do our very best to resolve the matter for you...

1st Line of complaint

Debbie Morris PGCert; PG Dip; MInstLM
Practice Business Manager
Shelley Manor & Holdenhurst Medical
Centre
Beechwood Avenue
Bournemouth
Dorset BH5 1LX
Tel: 01202 309421

If your complaints remains unresolved...

2nd Line of complaint

Complaints Team
NHS England
PO Box 16738
REDDITCH
B97 9PT
Tel: 0300 311 2233
Email: england.contactus@nhs.net

If your complaints remains unresolved...

3rd Line of complaint

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk



HOW TO MAKE A COMPLAINT

**Shelley Manor &
Holdenhurst
Medical Centre**

Beechwood Avenue
Bournemouth
Dorset BH5 1LX
01202 309421

and

199 Holdenhurst Road
Bournemouth
Dorset BH8 8DE
Tel: 01202 587111