

Complaints Procedure: Reviewed July 2018

This document sets out the East Shore Partnership policy on dealing with complaints. We aim to ensure we follow best practice in the handling and management of complaints and to provide a high level of service. We welcome the views of our patients and view complaints and comments as opportunities to review and enhance the care and service that we provide.

We operate a local complaints procedure but if, after this, you feel your complaint cannot be resolved in-house you may then choose to pursue a review by the Parliamentary and Health Ombudsman whose details are shown at the bottom of this page. In the first instance we would encourage you to put your complaint in writing, addressed to the Business Manager, stating what you are complaining about and what outcome you expect after submitting your complaint. We can help you write your complaint if necessary.

Once you have submitted your complaint we will acknowledge it. We aim to give you a response within two weeks and if there is likely to be a delay, we will let you know what the delay is and why it has happened. Please note that we cannot provide or discuss confidential information without appropriate authority if you are not the patient in question or you are registered with another Doctor's surgery.

It is possible that someone from the surgery will contact you to discuss your complaint to ensure that we understand it completely and fully and to help us investigate it. The response will include:

- An explanation of how the complaint has been considered;
- An apology if appropriate;
- An explanation based on facts;
- Whether the complaint in full or in part is upheld;
- The conclusions reached in relation to the complaint including any remedial action that the organisation considers to be appropriate;
- Confirmation that any action has been or will be actioned;
- Where possible, we will respond to people about any lessons learnt;
- Information and contact details of the Parliamentary and Health Service Ombudsman as the next stage of the NHS complaints process;

If you are dissatisfied with the outcome of your complaint, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review the case. The following hyperlink will help you get started:

<https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started>

or to obtain a PHSO complaints form:

<https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms>