**Complaints Procedure**

**Greenwood Surgery**

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**Greenwood Surgery**

**Crouch Vale Medical Centre**

**Burnham Road**

**South Woodham Ferrers**

**Chelmsford Essex**

**CM3 5QP**

**Tel: 01245 426898**

**Making a Complaint**

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else’s treatment without their written authority. See the separate section in this leaflet.

You can provide this in your own format providing this covers all the necessary aspects.

**Send your written complaint to:**

The Practice Manager at the surgery address – see front of leaflet

**What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 20 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

**Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express
permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party,
and this depends on the wording of the authority
provided.

**If you are Dissatisfied with the Outcome**

You have the right to approach the

Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

**Tel: 0345 0154033**

**Website: www.ombudsman.org.uk**

You may also approach the complaints team at Mid and South Essex Integrated Care Board which can be contacted via email at mseicb.complaints@nhs.net or by telephone on 01268 594444

The practice Complaints Manager is:

Sian Turner