

## **Complaints – Frequently asked questions**

**What do I do if I want to raise a ‘concern’ ?....I do not wish to make a fuss and would like a timely response.**

*Please raise this as soon as possible with staff concerned who will aim to resolve this (perhaps with the support of a colleague/manager) within 24 hours.*

**What if I am dissatisfied with the response?**

*The practice will arrange for this to be investigated formally but this may take some time- we aim to respond within 30 working days.*

**What do I do if I want to complain about my own care?**

*Please put your complaint in writing ensuring you include your full name, date of birth and address.*

*Please provide details of what you are complaining about and, if possible, advise us of any questions you would like us to answer within the investigation.*

**Where do I send my complaint to?**

*You can find our email address or postal address on our website or in our Complaints Patient Information Leaflet which is available at our Reception Desks.*

**What happens when I make my complaint?**

*You will receive an acknowledgment of your complaint within 3 working days.  
You will also be provided with the Complaints Patient Information Leaflet which details next steps.  
You may be contacted to agree the questions for investigation.*

**Who will investigate my complaint?**

*Depending on the nature of your complaint, this will be investigated by a GP Partner, the Head of Allied Clinical Services or an appropriate Senior Manager, all of whom are supported by the Complaints Officer.*

**How long will it take to get a response?**

*We aim to provide a written response within 30 working days; if this expectation cannot be met you will be kept informed.*

**What if my complaint happened a long time ago?**

*A complaint should be raised as soon as possible- but this must not exceed 12 months from the date of the event or the date on which the complainant became aware of the event. (In exceptional circumstances the CEO /Lead GP have discretion on this).*

**What if I want to make a complaint on behalf of my child?**

*A parent can raise a complaint on behalf of their child until they reach the age of 16.*

**What if I want to make a complaint on behalf of an adult? I hold consent for medical records/LPA?**

*To make a complaint on behalf of an adult, complaint specific consent documentation needs to be completed, witnessed and returned to the practice for registering together with photographic identity for the patient. This is required even if you hold consent to disclose that adults medical records or LPA.*

**What happens if I am dissatisfied with the response to my complaint?**

*You can raise additional questions (i.e. as a result of the response you received) or discuss the Investigation Lead's findings with them.*

*If you remain dissatisfied you can approach the Parliamentary Health Service Ombudsman (PHSO).*

**Will raising a complaint impact on my care?**

*A complaint will not prejudice the treatment or care provided to an individual.*

*A complaint is not documented in your medical records, it is kept separately in a password protected file only accessible by a select number of staff involved in complaints.*

**How can I be reassured that things that need to change/actions that need to be taken will be done?**

*Investigations focus on learning lessons and identifying actions required to reduce the likelihood of a similar incident occurring in the future. These actions are monitored by the practice and will not be closed until evidence that they are completed is available.*

**What if I need support with my complaint?**

*You can contact the Esat Riding Independent Complaints Advocacy (details in our leaflet)*