

## Complaints Procedure

**Complaint Forms are  
available from Reception**

**Practice Contact Details  
The Redwell Medical Centre  
1 Turner Road, Wellingborough, Northants NN8 4UT  
Tel No. 01933 423424  
The Complaints Manager is:  
Mrs Angie Coles**

### 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 have a problem.

State your case clearly 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.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 2 working days.

You may then receive a formal reply in writing or receive a telephone call within 10 working days. If the investigation is likely to be lengthy, we will let you know.

When looking into a complaint we attempt to establish 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.

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 will 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 to 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](http://www.ombudsman.org.uk)**

### **Useful Contacts**

The NHS Complaints Advocacy is an independent organisation that supports people who wish to make a complaint about their NHS treatment or services. They can be contacted on 0300 330 5454 or write to: NHS Complaints Advocacy, Voiceability, Mount Pleasant House, Huntingdon Road, Cambridge CB3 0RN, Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

Northamptonshire NHS Patient Advice and Liaison Service, Sudborough House, St Mary's Hospital, London Road, Kettering NN15 7PW Freephone 0800 917 8504 email: [pals@nhft.nhs.uk](mailto:pals@nhft.nhs.uk) provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

NHS ENGLAND Complaints and Advisory Service, NHS Commissioning Board, PO Box 16738 Redditch B97 9PT Telephone 0300 311 2233 email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

### **Help us get it right**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

## **Redwell Medical Centre**

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01933 423424

### **Practice Complaints Procedure**

*When things go wrong .....*

