**COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this practice, please let us know. We operate a Practice Complaints Procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

**MAKING A COMPLAINT**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannon be sorted out in this way and you wish to make a complaint, we would like you to let us know ideally, within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

* Within 12 months of the incident

Or

* Within 12 months of you becoming aware of the matter

Complaints should be addressed to the Complaints Administrator. Alternatively, you may ask for an appointment with the Complaints Administrator in order to discuss your concerns.

**WHAT WE DO NEXT**

We shall acknowledge your complaint within **3 working days** and aim to have looked into your complaint within 4 weeksof the date when you raised it with us. We shall then be in a position to offer you an explanation and you are entitled to a written response to your complaint. We shall aim to:

* Find out what happened and what went wrong
* Make it possible for you to discuss the problem with either the Complaints Administrator and / or a Doctor
* Make sure you receive an apology, where this is appropriate
* Identify what we can do to make sure the problem does not recur

**IF YOU ARE DISSATISFIED WITH THE OUTCOME**

We hope that, if you have a problem, you will use our practice complaints procedure in the first instance. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, you have the right to approach the Health Service 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 **Leeds Independent Health Complaints Advocacy** for help or advice. They can be contacted on 0113 244 0606 or their information guide can be obtained from the practice reception/ website or http://www.advonet.org.uk

# 