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COMPLAINT FORM

Complainant's Details

Name:

Address:

Contact Tel No:

Patient's Details (if different from above)

Date of Birth:

Name:

Address:

Summary of Complaint (i.e. what it is that you most wish to complain about?)

Full Details of Complaint

Date: Time: Place:

Identify Member(s) of the Practice

Full Description of Events (i.e. the facts and surrounding circumstances giving rise to your complaint)

WHAT YOU WOULD LIKE TO HAPPEN IN ORDER TO RESOLVE THE COMPLAINT

Complainant's signature: Date:

Where the complainant is not the patient:

I hereby authorise the above complaint to be made and I agree that members of the Practice staff may disclose (in so far only as it is necessary to do so, to answer the complaint) confidential information about me which I provided to them.

Patients' signature: Date:

ROYSTON HEALTH CENTRE

PATIENT INFORMATION LEAFLET ABOUT OUR COMPLAINTS PROCEDURE

Practice 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 the national criteria.

How to Complain

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 cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - 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 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem provided this is within 12 months of the incident.

Complaints should be addressed to Mrs Yvonne West, Practice Manager, or any of the doctors. Alternatively, you may ask for an appointment with Yvonne, Practice Manager, in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

