

# LANGLEY HEALTH CENTRE COMPLAINTS PROCEDURE

## PATIENT INFORMATION LEAFLET

We always try to give you the best service possible, but there may be times when you feel that this has not happened. If you have comment, suggestion or complaint about the service we offer please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. This procedure meets both national and local criteria and has received accreditation from the Health Authority.

### **How to Complain**

We hope that problems can be sorted out easily and quickly, often at the time they arise 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 couple of days – as this will help us to establish what happened more easily. If it is not possible to do that, please let us have the 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 this is within 12 months of the incident.

Your complaint should be addressed to Kulvinder Dyal, Practice Manager. If you do not wish to put your complaint in writing, please contact Kulvinder Dyal on 01753 544288 to discuss your concerns. She will then explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) to do so.

### **What we will do**

Your complaint will be acknowledged within three working days and we will aim to have looked into your complaint within three weeks. Clinical complaints will be forwarded to the managing partner, Dr Asif Ali who will conduct a full investigation of the matters raised. If there are any delays in the process we will keep you informed.

We will then either write to you with an explanation of what happened, or offer you a meeting with the people involved. When we look into your complaint, we will 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 to do so
- make sure that you receive an explanation, and/or apology if appropriate
- tell you of any action to be taken to make sure that the problem does not happen again

### **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

Telephone 0845 0154033

Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You can also receive support and advice from PALS who are an independent statutory body whose job it is to represent the interests of local people on health service matters.

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