



Richmond Hill Practice Ltd

Complaints Procedure – Information for the patient

Our complaints policy

We are committed to providing a high-quality of service and care to all our patients. When something goes wrong, we need you to tell us about it. This will help us to improve how we deliver our services.

We hope that you will never have cause to complain, but if the unfortunate circumstance arises, we have a complaints procedure in place. This is aimed at quickly resolving the problem.

What will happen next?

1. Any complaint you wish to make can be accepted either verbally or in writing. Please email admin.p81025@nhs.net or click here to fill a form in. Please address to the Complaints Manager, Mrs Linda Jones.
2. If your complaint is verbal we will endeavour to contact you by telephone, by the end of the next working day.
3. If your complaint is written, we will acknowledge within three working days.
4. Any complaint you make will be investigated and you will receive an update from the practice as to the outcomes of the investigations, and where appropriate, the steps taken to ensure the situation does not happen again.
5. If considered appropriate by all parties, you will be invited to attend the surgery to discuss the matter and where appropriate, with one or more of our Doctors. Following which you will receive a written statement from the practice as to the discussion and the outcome.
6. Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.
7. The practice will strive to deal with complaints in a methodical and efficient manner in order to facilitate a speedy and equitable conclusion.

Complaining on behalf of someone else

Please note that if you are not the patient but are complaining on their behalf you MUST have their permission. An authority signed by the patient concerned will be required unless they are incapable (illness or infirmity). A third party consent form is available on request.

It is sincerely hoped that any complaint you have about the practice can be dealt with by those responsible for ensuring patient care and delivery of services within the practice.

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If you feel this to be inappropriate or you are not satisfied with the results of the complaints procedure, you have the right to contact:

NHS ENGLAND
PO Box 16738
Redditch
B97 9PT
Tel No: 0300 311 22 33
england.contactus@nhs.net

Or

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel No: 0345 0154 033
www.ombudsman.org.uk

A complaint can be made up to twelve months from the initial incident taking place. However, we hope the complaint can be brought to our attention as soon as possible.