

### **Making a Complaint**

Most problems can be sorted out quickly and easily, often at a 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, 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
- Within 12 months of you discovering that you have an issue

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own case. You are unable to complain about someone else's treatment without their written authority.

#### **Send your written complaint to:**

The Practice Manager  
Burton Latimer Medical Centre  
Higham Road  
Burton Latimer  
NN15 5PU

### **What We Do Next**

We look to settle complaints as soon as possible.

We will acknowledge receipt of complaint within 3 working days and aim to have looked into the matter within 1 month.

You may then receive a formal reply in writing or you may be invited to meet the person concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation

When looking into the complaint we attempt to see 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.

When the matter is complete, your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation with the NHS we will liaise with them so that you receive one co-ordinated reply. We may need your consent to do this.

### **Complaining on Behalf of Someone Else**

We keep to 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 about it.

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 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaints we will expect that child to contact us themselves to lodge their complaint.

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.

### **Further Help and Information**

If you do not feel able to approach the practitioner or one of the Practice staff or are worried that if you do so you may be discriminated 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)

## **Burton Latimer Medical Centre**

**Do you have a Complaint or a  
Concern?**