

Complaint Form

Full Name:

Address:

Phone Number:

Email Address:

Normal GP Practice:

Hub Location:

Date of Complaint:

Nature of Complaint:

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Return to: **Leeds West Primary Care Network, 2nd Floor, Stockdale House, Leeds, LS6 1PF.**



Guide to Making a Complaint



Complaints Procedure

If you have a complaint or concern about the service that you have received from the practice or any of the staff working here, please let us know.

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 most a few weeks – because this will enable us to establish what happened more easily. Complaints should be made;

- Within 12 months of the matter which caused the problem; or
- Within 12 months of becoming aware you have something to complain about.

In the event of a complaint, please contact Leeds West Primary Care Network. You are able to write or email. There is a complaints form attached to the back of this leaflet suitable for postage.

Write: Leeds GP Confederation, 2nd Floor, Stockdale House, Leeds, LS6 1PF.

Email: confed.ea@nhs.net

What We Will Do

We shall acknowledge your complaint **within three working days**, and offer to discuss your concerns and agree the way forward with you. We will investigate your complaint and aim to provide you with our findings within two weeks. We will:

- Identify what we can learn from your complaint and what we can do to make sure the problem doesn't happen again in order to improve our services.
- Find out what happened and what went wrong;
- Ensure you receive an appropriate apology;

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of 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) of providing this.

Complaining to NHS ENGLAND (NHS Commissioning Board)

If you do not feel able to raise your complaint with us or you are dissatisfied with the outcome of your complaint you can contact the Customer Contact Centre at the NHSCB in the first instance.

Write: NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net

Call: 0300 311 22 33

If you do remain dissatisfied you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure.

Parliamentary Health Service Ombudsman (PHSO)

Write: PHSO, Millbank Tower, Millbank, London, SW1P 4QP

Call: 0345 015 4033