**COMPLAINTS PROCEDURE**

**Information for those wishing to make a complaint**

**PROCEDURE**

Farrier House Surgery aim to give you the best service possible at all times across all of our services, but there may be occasions when you feel you may wish to express dissatisfaction. If you have a complaint or concern about the services you have received, please let us know. The aim of this leaflet is to explain how to go about making a complaint.

**HOW TO COMPLAIN**

We aim to sort out most problems 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. This will enable us to establish what went wrong more easily, whilst it is fresh in people’s minds. If it is not possible to do this, please let us have details of your complaint:

* Within 12 months of the incident that caused the problem, or
* Within 12 months of discovering that you have a problem

Complaints should be addressed to Lynn Gleadall, Farrier House Surgery, Worcester WR1 3BH. Alternatively, you may wish to speak directly to Lynn in order to discuss your concerns. The complaint procedure will be explained to you and we will make sure that your concerns are dealt with promptly. Please call Lynn Gleadall on 01905 879110. It will be of great help if you are as specific as possible about your complaint.

**WHAT WE SHALL DO**

We shall acknowledge your complaint within 5 working days and aim to have investigated your complaint within 30 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.

**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 their 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**

We hope that, if you have a problem, you will follow our complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our services. However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation. The contact details are as follows:

NHS England

PO Box 16738

Redditch, B97 9PT

0300 311 2233

england.contactus@nhs.net

**IF YOU ARE DISSATISFIED WITH THE OUTCOME**

If you are dissatisfied with the outcome of your complaint you have the right to approach the Ombudsman whose contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London, SW1P 4QP

0345 0154 033

Website : www.ombudsman.org.uk

**IF YOU NEED SUPPORT IN MAKING YOUR COMPLAINT**

If you need support in making your complaint you may contact the Independent Complaints Advisory Service which is provided by Onside whose contact details are:

Onside ICAS

Williamson House

14 Charles Street

Worcester, WR1 2AQ

0844 248 9248