**CONTACTING THE CARE QUALITY COMMISSION (CQC)**

If you have a genuine concern about a staff member of regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161 or alternatively visit their website:

[**http://www.cqc.org.uk/contact-us**](http://www.cqc.org.uk/contact-us)

**ICAS AND OMBUDSMAN**

**ADVOCACY SERVICE FOR NHS COMPLAINTS**

This is a national service that supports people who want to make a complaint about their NHS care or treatment. Your local service can be found at:

**People First Independent Advocacy, Cavendish House, 78 Duke Street, Barrow-in-Furness, Cumbria, LA14 1RR. Tel No: 0300 303 8037**

**Further information regarding this service can be found at:**

[**http://wwwpohwer.net/our-services/nhs-complaints-advocacy**](http://wwwpohwer.net/our-services/nhs-complaints-advocacy)

**OMBUDSMAN**

If you have not received a satisfactory response from the Practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman’s Complaints Helpline on 0345 015 4033 or [**http://www.ombudsman.org.uk**](http://www.ombudsman.org.uk) or text phone (minicom): 0300 061 4298

RISEDALE SURGERY

COMPLAINTS LEAFLET

PARTNERS

Dr Isabel O’Donovan

Dr Abha Gupta

Please take a copy

(Revised 2nd May 2022)

**PRACTICE COMPLANTS PROCEDURE**

If you have a complaint about the service you have received from any member of staff working in the Practice, please let us know.

The Practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our Complaints Procedure meets national criteria.

If you make a complaint it is Practice policy to ensure that you are not discriminated against or subjected to any negative effect on your care, treatment or support.

**HOW TO COMPLAIN**

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Management Team who will try to resolve the issue and offer you further advice on the complaints procedure. If your complaint cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days, in writing. This will enable the Practice to get a clear picture of the circumstances surrounding the complaint. If you wish to email your complaint please do so to: gp-a82072@nhs.net

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

* Within 12 months of the incident that cause the problem

**OR**

* Within 12 months of the date that the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the Practice looks into your complaint if aims to:

* Ascertain the full circumstances of the complaint
* Make arrangements 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 the Practice can do to make sure the problem does not happen again

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

Risedale Surgery adheres strictly to the rules of confidentiality. If you are complaining on behalf of someone else the Practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

**COMPLAINING TO OTHER AUTHORITIES**

The Practice Management Team hopes that if you have a problem with the service you have received that you will use the Practice Complaints Procedure.

However if you feel you cannot raise your complaint with us, you can contract either of the following 2 official bodies:

Clinical Commissioning Group (CCG) for your area:

**Morecambe Bay CCG, Moor Lane Mills, Moor Lane, Lancaster, LA1 1QD. Tel No 01524 519 333**

NHS England:

**In writing: NHS England, PO Box 16738, Redditch, B97 9PT**

**Via email:** [**england.contactus@nhs.net**](mailto:england.contactus@nhs.net) **mark FAO The Complaints Manager**

**By phone 0300 311 22 33 Monday – Friday 8am to 6pm**