**Complaints Policy**

At Parkgate Medical Centre we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every error that we make and we respond to customers’ concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is the Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Practice Manager immediately. If they are not available at the time, then the complainant will be informed when they will be able to talk to them and an arrangement may be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period of time or if the complainant does not wish to wait to discuss the matter, arrangements may be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to the Practice Manager or to the GP Partners
4. If a complaint is about any aspect of clinical care it will normally be referred to the GP, unless the complainant does not want this to happen.
5. We will acknowledge the complainants complaint in writing and enclose a copy of the practice complaints policy as soon as possible. We will seek to investigate the complaint within a reasonable timescale which will be set dependent on the complaint. The complainer will be notified throughout. If the complainant does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If the complainant is not satisfied with the result of our procedure then a complaint may be made to:

If you are not satisfied with the way your complaint has been dealt with by the Practice Manager at Parkgate Medical Centre then you can forward your complaint, concern or give your feedback to:

|  |  |
| --- | --- |
| Parkgate Medical Centre | **Senior GP Partner**  Contact Dr Barmade  01709 514501 |
| Patient Advice and Liaison Service (PALS) For Rotherham, Doncaster and South Humber NHS Foundation Trust | **By telephone** 0800 015 4334  Email [rdash.pals@nhs.net](mailto:rdash.pals@nhs.net) |
| NHS England  **By post to:**  **NHS England** PO Box 16738 Redditch B97 9PT  **By email to:**[england.contactus@nhs.net](mailto:england.contactus@nhs.net)  **By telephone: 0300 311 22 33** | **By telephone:** 0113 824 8149  **By post to: NHS England**  NHS Complaints  NHS England (Yorkshire and the Humber)  3 Leeds City Office Park | Meadow Lane | Leeds | LS11 5BD  0113 824 8149  **By email to: NHS England**  [england.yhcomplaints@nhs.net](mailto:england.yhcomplaints@nhs.net)  [www.england.nhs.uk](http://www.england.nhs.uk/)  **Website** https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/ |
| If you are still not satisfied you can take your complaint to the  **NHS Complaints Ombudsman.**  You have the right to take your **complaint** to the Local Government **Ombudsman** (LGO), which is independent of local authorities and care providers. | **For more information,**  call 0300 061 0614 or  visit the Local Government and Social Care **Ombudsman** website.  <https://www.lgo.org.uk/> |

**British Sign Language (BSL)**:  If you use BSL, you can to talk to them via a video call to a BSL interpreter. Visit [NHS England’s BSL Service](http://www.interpreternow.co.uk/nhs-ccc/).

Compiled by Claire Hand on November 2021 Review date November 2022