**COMPLAINTS POLICY**

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| **Version:** | **Review date:** | **Edited by:** | **Approved by:** | **Comments:** |
| 1.0 | 4th July 2022 | Sharon Holmes | Rachel Johnson |  |
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This Policy is concerned with formal complaints defined as:-

“An expression of dissatisfaction from a patient or their duly authorised representative, or any person who is affected by or likely to be affected by the action, omission or decision of the Practice, whether justified or not”.

The Park and Herne & Broomfield Surgeries recognise that patients who complain about their care or treatment received have a right to expect a prompt, open, constructive and honest response including an explanation and, if appropriate, an apology.

**Aims:**

To ensure complaints receive thorough and timely investigation and a detailed response aimed at resolving issues to the satisfaction of all parties.

To communicate effectively with the complainant, agreeing a way forward for handling their complaint and meeting agreed timescales.

To ensure patients’ concerns are heard and acted upon and to encourage and train front line staff to take an active role in resolving issues but, where appropriate, to refer matters to the Practice Manager in a timely manner.

To view patient complaints seriously, identify trends and apply learning to improve the services for the benefit of all patients.

**Scope:**

Complaints will be investigated if they are made within 12 months of the event(s) concerned or within 12 months of there being a discovery that there was a cause for complaint.

The complaints process will be managed by the Patient Manager under the Practice Complaints Procedure in accordance with NHS Complaints Regulations.

Where a complaint also identifies issues with another organisation (e.g. a hospital department), the Practice will liaise with that organisation in order to respond to all aspects of the complaint. Where the complaint only relates to that organisation, the

Practice will seek permission from the patient to pass the complaint to that organisation for a response.

If a patient asks NHS England to investigate their complaint about the Practice, they should seek their consent to contact the Practice for a response to concerns; this will in turn be sent back to NHS England to allow them to formulate a full response to the patient.

**Procedure:**

All complaints will be acknowledged within three working days of receipt and we will aim to get a full response to the complainant within twenty five working days. Where this is not possible, we will let the complainant know there may be a delay and the reason why.

Confidentiality will be respected at all times and the patient’s consent will be sought where complaints are made by anybody other than the patient themselves.

The Patient Manager will undertake a thorough investigation of events and seek to address all aspects of a patient’s complaint; taking advice and, where beneficial, arranging meetings with the complainant.

Every effort will be made to keep the complainant informed of the progress and for a final response to be sent to complainant within the agreed timescale.

The Patient Manager will keep a record of all complaints received together with details of timescales and outcomes. The information will contribute to the identification of service improvements and staff training needs.

If, once all investigations are complete, the complainant remains dissatisfied, they will be advised of their right to request a review by the Parliamentary Health Service Ombudsman.

Reviewed July 2022

Next due for review July 2023