



01323 884334

[www.thehormonecentre.com](http://www.thehormonecentre.com)

### **Making a Complaint**

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so to us directly via our Operations Managers. This can be done in writing, via email or via the telephone, ideally as soon as possible after the event, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. (See the separate section in this leaflet).

We are able to provide you with a separate complaints form to register your complaint if needed, and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this or download from either of our websites. You can also provide this in your own format providing this covers all the necessary aspects.

Please see this video link to learn more about how to make a complaint: [https://youtu.be/u\\_Nyjd4jjoM](https://youtu.be/u_Nyjd4jjoM)

(Patients can also direct complaints to NHS England complaints team [www.england.nhs.uk](http://www.england.nhs.uk)).

### **What we do next**

We look to settle complaints as soon as possible.

If complaints have been relayed over the telephone we will agree a course of action during our conversation. If it has been submitted in writing or via email, we will acknowledge receipt and reply within 3 working days. You may be invited to meet with the person(s) concerned to attempt to resolve the issue.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so. If learning is identified we will raise the matter as a significant event within the organisation and discuss with the wider practice, this will include sharing of any learning/changes of processes/protocols as necessary within our team.

We may if needed contact you again during our investigation.

When the investigations are complete, a final response will be sent to you. The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

### **If you are dissatisfied with the outcome**

You have the right to approach the Health Service Ombudsman:

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**Millbank**

**London SW1P 4QP**

**Telephone: 0345 015 4033**

**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

Alternatively if you require help or advice about how to deal with your complaint the **Independent Health Complaints Advocacy Service (IHCAS)** can help, including with:

- Advice, information and guidance to help you decide which option to take
- Making the complaint yourself
- Making decisions about how to proceed once responses have been received

**Telephone 02380 776657**

### **Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Our Complaints Form contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. Complaints regarding children aged between 13 and 16 may also require signed authority if they are deemed 'Gillick competent'.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

*An easy read complaints guide is also available if required.*

*Our privacy policy can be found on our website at the following link <https://www.swansurgery.co.uk/wp-content/uploads/2018/06/SMG-Fair-Processing-Notice-Medical-Records.docx>*