



Woodley Village Surgery

WVS

COMPLAINTS

Introduction

This leaflet is a clear and simple guide detailing how to make a complaint about the service you receive at the practice

The practice instils a strong ethos of openness and honesty, and thus is not afraid to acknowledge when things go wrong so that we can put things right and learn from it so that unfortunate events are not repeated.

Complaints Officers

Responsible Person : Dr Choudry
Complaints Manager : Practice Manager / Reception Supervisor

The practice manager is our complaints manager who will ensure your complaint is acknowledged, recorded, investigated and if appropriate, an apology given.

Timeframe for Complaints

Ordinarily, complaints need to be lodged within 12 months of an incident occurring or the matter coming to your attention. This period can be extended if, in the opinion of the practice, there is good reason for not doing it sooner. Any complaint made after this period is at the discretion of the complaints manager whether to investigate or not.

Complainants

Other than when the complaint concerns yourself as the patient, complaints may be made by a third-party. For example, when:

- The individual has died
- The individual is a child
- The individual is physically or mentally incapable of making a complaint
- The individual asks a third party to make a complaint on their behalf

When a complaint is made by a third party, the practice will only investigate the matter if it is satisfied that:

- There are reasonable grounds for this representation
- The third party is genuinely acting in the best interests of the individual.

If the complaints manager is not satisfied that this is the case, they will inform you in writing, stating the reasons for the decision.

Vexatious Complaints

If the practice considers your complaint to be vexatious in nature, it may be rejected, with confirmation and reasons conveyed to you.

How to make a Complaint

You can make a complaint to whoever you feel comfortable with, whether it be a member of reception, the clinical team or the practice manager. The practice would always encourage any grievance to be aired verbally at the time of the incident if possible, as this facilitates a swift response, clearing of any misconceptions and an apology where appropriate.

We do of course understand that you may not feel comfortable airing your concerns verbally or at the time of the incident so the alternative avenues to make a complaint are by contacting the practice manager:

- Telephone: 0161 983 9494
- Email: woodleyvillagesurgery@nhs.net
- General Post: Woodley Village Surgery, Woodley Health Centre, Hyde Road, Stockport, Cheshire, SK6 1ND



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The practice is committed to ensure it listens to your complaint and investigates where appropriate, however in the rare occasion that you do not feel comfortable complaining directly to the surgery, you have the option of complaining directly to the body which commissions our service, NHS England:

- Telephone: 0300 311 22 33
- Email: england.contactus@nhs.net
- General Post: NHS England, PO Box 16738, Redditch, B97 9PT

Formal Complaints Process

It is in the interest of all parties to investigate and conclude all complaints as efficiently and quickly as possible and as per above we would always attempt to do this informally, however, if you wish to make your complaint formal please make this clear at the time. For complaints of a more serious nature, whether requested or not, the complaints manager will decide to follow the formal process

Acknowledgement

Your complaint will be acknowledged by either letter or telephone within 3 working days of its receipt, informing you that the complaint will be investigated. Depending on the nature of the complaint, the complaints manager may use this as an opportunity to arrange a meeting to discuss the complaint with you in person.

Investigation

The complaints manager will investigate the complaint. There is no timeframe for this, however if in the opinion of the manager there is undue delay, he/she will contact you to keep you informed.

Where the complaint is of a clinical nature, the complaints manager will meet with the *Responsible Person* within a reasonable timeframe but no more than two weeks to discuss the complaint and decide on any necessary investigation and/or response.

Complaints of a non-clinical nature will usually be investigated and responded to by the complaints manager without the need to inform the responsible person.

Response

Upon investigation, the complaints manager will provide the you with a response and an apology, where appropriate. Although the nature and seriousness of the complaint will dictate matters, this may or may not be a written response.