



## **How to Make a Complaint**

People wishing to complain may choose to make their complaint orally, in writing or electronically either to the practice direct, or to NHS England.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, preferably **in writing** as soon as possible after the event and ideally within a few days, 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 discovering that you have a problem.

Complaints can usually be resolved within 6 months.

Please state your case clearly giving as much detail as you can.

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 information below.

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

Send your written complaint to:

**The Complaints Team  
Bursledon Surgery  
The Lowford Centre  
Lowford  
Southampton  
Hampshire  
SO31 8ES**

Alternatively, you can file your complaint electronically via the practice's website.

## **What we do next**

We look to settle complaints as soon as possible.

Where practicably possible, we will acknowledge your complaint within 3 working days of receipt, or as soon as possible afterwards. We will thoroughly investigate your complaint within 40 working days maintaining contact with you if necessary. We will then be in a position to offer you an explanation, or a meeting with the people involved.

When we look at your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible 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 we can do to make sure the problem does not happen again



# Complaints Procedure

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 organisation to deal with.

When the investigations are complete a final response will be sent to you. This 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.

## **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.

Please ask at reception for the Complaints Form which 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 which 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.

We may still need to correspond direct with the patient, or may be able to deal direct with the third-party, and this depends on the wording of the authority provided.

## **Alternatives**

If you choose to register your complaint with NHS England you can do this either orally, in writing or electronically.

The contact details for NHS England are:

**NHS England**  
**PO Box 16738**  
**REDDITCH**  
**B97 9PT**

**Tel:** 0300 311 2233  
**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
*Please write 'For the attention of the Complaints Manager' in the subject line.*  
**Website:** [www.england.nhs.uk](http://www.england.nhs.uk)

For help, advice and advocacy you may also approach Healthwatch Hampshire.

The contact details for Healthwatch Hampshire are:

**Freepost RTHH-KGST-ZRBC**  
**Healthwatch Hampshire**  
**Unit 12, Winnall Valley Road**  
**Winchester**  
**S023 0LD**

**Tel:** 01962 440 262  
**Email:** [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk)  
**Website:** [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)



# Complaints Procedure

## **Clinical Commissioning Group**

If your complaint is related to service you have received or problems with a Hospital, Mental Health or Community Trust then you will need to make your complaint directly to the organisation concerned or your local CCG. You can only complain to one or the other – however the CCG will take up your complaint and investigate it with the Hospital / Community Trust. The CCG does not deal with complaints about: Dentists, Pharmacists, Opticians or GPs.

The contact details for West Hampshire Clinical Commissioning Group are:

<b>Patient Experience &amp; Complaints</b>	<b>Tel:</b>	<b>0800 456 1633</b>
<b>West Hampshire CCG</b>	<b>Email:</b>	<b><a href="mailto:WHCCG.YourFeedback@NHS.net">WHCCG.YourFeedback@NHS.net</a></b>
<b>Omega House</b>	<b>Website:</b>	<b><a href="http://www.westhampshireccg.nhs.uk">www.westhampshireccg.nhs.uk</a></b>
<b>112 Southampton Road</b>		
<b>Eastleigh</b>		
<b>Hampshire</b>		
<b>S050 5PB</b>		

## **If you are not Satisfied with the Outcome**

You have the right to approach the Ombudsman.

The contact details for the Ombudsman are:

<b>The Health Service Ombudsman</b>	<b>Tel:</b>	<b>0345 015 4033</b>
<b>Millbank Tower</b>	<b>Email:</b>	<b><a href="mailto:phso.enquiries@ombudsman.org.uk">phso.enquiries@ombudsman.org.uk</a></b>
<b>Millbank</b>	<b>Website:</b>	<b><a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a></b>
<b>London</b>		
<b>SW1P 4QP</b>		