**CARMEL MEDICAL PRACTICE**

**Nunnery Lane**

**Darlington**

**DL3 8SQ**

**Tel: 01325 520794**

**Email:nencicb.a83031-eds@nhs.net**

**Complaints Procedure**

**Making a Complaint**

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. Your complaint can be emailed using the email on the front of this form or by completing the form attached with this leaflet.

The period for making a complaint is normally:

1. 12 months from the date on which the event which is the subject of the event occurred; or
2. 12 months from the date on which the event which is the subject of the complaint comes to the complaint's notice.

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 consent. See the separate section in this leaflet.

We are able to provide you with a separate  
complaints form to register your complaint and this includes a third-party consent 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:**

**Sue Geldart, Practice Manager**

**What we do next**

We aim to settle complaints as soon as possible.

We will acknowledge receipt within 3 to 5 working days and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, (this will be provided within 28 working days), or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

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 would like to do so.

When the investigations are complete your complaint will be reviewed and a final response sent to you.

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.

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.

**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 consent 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 directly with the patient or may be able to deal directly with the third party,  
and this depends on the wording of the consent  
provided.

**If you are dissatisfied with the outcome**

You have the right to approach the Ombudsman. The contact details are:

**The Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP**

**Tel: 0345 015 4033**

**Website: www.ombudsman.org.uk**

**You may also approach Healthwatch Darlington for help or advice**

Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

Call 01325 380145 or 07525237723 between the hours of 09:00- 16:00 Monday to Friday or by email to info@healthwatchdarlington.co.uk

In the event of anyone not wishing to complain to the Practice, they can make a complaint to NHS England at:

NHS England

P.O Box 16738

Redditch

B97 9PT

Tel: 0300 3112233

Email:England.contactus@nhs.net