

Our **Complaints procedure**

Making a complaint

Most problems can be resolved quickly and easily. This is often done as they arise, with the person concerned. If you are not satisfied with the outcome, you can then make a verbal complaint. This can be done by speaking to our practice or admin lead.

If you cannot resolve your complaint verbally, you can make a formal complaint. You should do so, in writing, as soon as possible after the event. Submitting a formal complaint as soon as possible helps us establish what happened more easily. All formal complaints should be done within 12 months of the incident, or 12 months of you discovering the problem.

Formal complaints can be submitted using our complaint form or by letter. You can get our complaint form from reception or our website. If you write a letter rather than the complaint form, please provide as much detail as possible, in a clear manner. Formal complaints can be delivered in person or by post.

You can also e-mail our complaints team at nencicb-nor.npc.complaints@nhs.net.

Complaining on behalf of someone else

To complain on behalf of someone else, we require their written consent and confirmation that we can speak to a third party about their care.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. To establish this, please provide precise details of the circumstances in a cover letter to the complaint.

What happens next

We aim to settle complaints as soon as possible. We will acknowledge receipt of a complaint within 3 working days and look into the matter within 30 working days. You may then receive a formal reply in writing, or be invited to meet with the person(s) concerned to attempt to resolve the issues. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When investigating a complaint, we attempt to understand what happened. During this process, we will establish if there is something we can learn from this.

When the investigation is complete, an outcome will be determined 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.

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.

If you're dissatisfied with the outcome

If you are unhappy with the outcome of your complaint, you can escalate it to the Parliamentary and Health Service Ombudsman. PALS can help you make your claim. See below for details of the previously mentioned organisations.

The Parliamentary and Health Service Ombudsman

Millbank Tower
London, SW10 4QP
03450 154 033
www.ombudsman.org.uk
phso.enquiries@ombudsman.org.uk

North of Tyne PALS

PALS@northumbria-healthcare.nhs.uk
08000 320 202