

## HOW TO COMPLAIN

1. Please discuss your complaint with the staff member concerned
2. Where the issue cannot be resolved at this stage, please contact the **Practice Manager** who will try to resolve the issue
3. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible , ideally within a matter of days
4. The Practice will acknowledge your complaint within 3 days and aim to have looked into your complaint within 30 working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person/s concerned

### COMPLAINING TO OTHER AUTHORITIES

The Practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following:

**Healthwatch Derby** – The Council House, Corporation Street, DERBY DE1 2FS

Telephone number: 01332 643988 – Email: james.moore@healthwatchderby.co.uk

**NHS England** – Telephone Number: 0300 311 22 33

Postal Address: NHS England, Box 16738,

Redditch, Worcester B87 9PT

Email: England.contactus@nhs.net

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that the Mickleover Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else the Practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability

**CONTACTING THE CARE QUALITY COMMISSION** If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

**OMBUDSMAN** As a last resort, if you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can tell the Ombudsman's Complaints Helpline on 0345 015 4033 or visits <http://www.ombudsman.org.uk> or Textphone (Minicom) 0300 061 4298